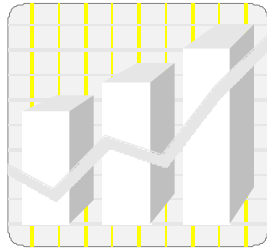


SOURCE Book



Community Health Nurse Coordinators' Source Book

- Initiatives
- Profile
- Sources with Examples of
"Established Protocols & Tools"
- Appendix

January 1999



**National Center for Cost Containment
Department of Veterans Affairs
Milwaukee, WI**

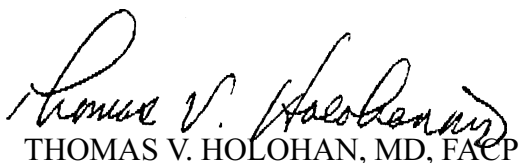


PROLOGUE

Veterans Health Administration's (VHA) Community Health Nurse Coordinators' (CHNC) National Organization's executive structure was formed in May 1993. It evolved from a CHNC regional group, which was expanded to become national. The first annual national conference was held in Washington, DC in 1995, with subsequent conferences since that time. The Organization is in an ongoing process of developing a working relationship with local VA medical center directors, VISN directors, VA Headquarters Primary and Ambulatory Care Strategic Healthcare Group, and VA Headquarters Geriatric and Extended Care Strategic Healthcare Group to enhance quality care provided to veterans requiring home and community-based care. A Technical Advisory Group (TAG) was formed to develop a source book so that all VA facilities can benefit from the ingenuity of the many talented CHNCs throughout the system.

A survey tool was developed by a TAG comprised of field CHNCs, a representative from VA Headquarters Primary and Ambulatory Care Strategic Healthcare Group, and a VISN Clinical Manager with technical support provided by the National Center for Cost Containment (NCCC). The survey collected information about CHNC personnel, facility organization, physician responsibility to/involvement with community health patients, community health services provided by facility, role the CHNC/CHNC Program has in various activities/programs, outcome measures being collected on the home care population, and initiatives that have lead to improvement in the quality of patient care, resource utilization, management effectiveness, and/or operational efficiency. It also requested examples of local approaches to clinical practice (e.g., protocols, instruments, etc.) so that they could be shared system-wide.

Home care continues to grow in size and importance in health care delivery systems. As a consequence of reduced reimbursement for inpatient care, removal of certain restrictions on visits, and an aging population with greater needs for professional community-based care, Medicare home health expenditures grew from \$2 billion in 1988 to \$12.7 billion in 1994 (Welch, 1996), and continue to increase by 33% annually. Integrated health systems under capitation that are looking to manage the total costs of care and control the services to be delivered are rapidly building, acquiring, or allying with home health agencies. Some estimate that up to 60% of all care will be delivered in the home by the year 2000. In view of the above, it is hoped that the information contained in this document will be useful and stimulate discussions, and that you will find some of the ideas suitable for implementation in your setting.



THOMAS V. HOLOHAN, MD, FACP

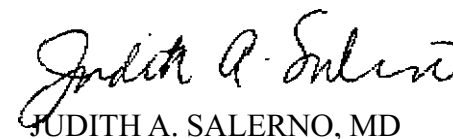
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EXECUTIVE SUMMARY

The Community Health Nurse Coordinator (CHNC) is a Veterans Health Administration (VHA) professional nursing position created in the early 1970s to manage home and community-based care referrals. The role is diverse, complex, and has continued expanding to meet the needs of patients as care, basic and high tech, has moved from the hospital setting into the community. VHA Community Health Nurse Coordinators' National Organization is the CHNCs' executive structure formed in May 1993 by local CHNCs in response to a need for unified approaches to practice, education and communication at the local, VISN, and national levels. Regional conferences expanded into the first national CHNC conference held in Washington DC in 1995. The Organization is currently strengthening relationships with local VA medical center directors, VA Headquarters Primary and Ambulatory Care Strategic Healthcare Group, and VA Headquarters Geriatric and Extended Care Strategic Healthcare Group to enhance quality care provided to veterans requiring home and community-based care. A Technical Advisory Group (TAG) was formed to develop a source book to serve as a reference for those performing the role and/or function of CHNC. It is hoped that the source book will provide the basis for networking to establish improved policy, procedure, and role development.

Since the survey was conducted, there has been an increased emphasis on home and community-based care programs, e.g., VHA Directive 98-022, April 1, 1998 National Home and Community-Based Strategy. VA Headquarters Performance and Quality Office (10Q) has begun collecting data on these programs for a national database. It is anticipated that these data would be used for a FY99 Network Performance Measure on home and community-based services.

Methodology:

A survey tool was developed by a TAG comprised of field CHNCs, a representative from VA Headquarters Primary and Ambulatory Care Strategic Healthcare Group, and a VISN Clinical Manager with technical support provided by the National Center for Cost Containment (NCCC). The survey collected information about CHNC personnel, facility organization, physician responsibility to/involvement with community health patients, community health services provided by facility, role the CHNC/CHNC Program has in various activities/programs, outcome measures being collected on the home care population, and initiatives that have lead to improvement in the quality of patient care, resource utilization, management effectiveness, and/or operational efficiency. It also requested examples of local approaches to clinical practice (e.g., protocols, instruments, etc.) so that they could be shared system-wide.

Results:

The survey received responses from 133 (90%) of 148 separate and integrated facilities. One hundred ninety-two (192) initiatives were submitted. The TAG, reviewed, ranked and rated each initiative, ultimately selecting seventy for inclusion in this Source Book. These initiatives demonstrate the system's commitment to find better ways to meet patient needs and to provide excellent healthcare value. In

addition, the TAG reviewed examples of various local approaches to clinical practice, and selected those that may be helpful to new or current CHNCs. Those selected are not necessarily endorsed by VHA Headquarters for system-wide implementation, since the appropriateness of any given example must be determined by local circumstances. However, they are identified as examples that should be considered. It should be noted that the profile of programs is a reflection of what existed at the time of the survey (Fall 1997) and some of the programs may have changed since then.

Participants were asked to identify what they perceived to be barriers to effective/efficient use of home care. The top ranked barriers identified were:

- a. Increasing restrictions by Medicare agencies of home care use (e.g., Operation Restore Trust and the increasing generation of Medicare health maintenance organizations).
- b. Poor understanding of VA reimbursement system for home care.
- c. Socioeconomic barriers.
- d. Inconsistent or inflexible application of Fee Basis.
- e. Lack of adequate fiscal information allowing budgetary management of Fee Basis home care.
- f. No specific budget for VA Fee Basis home health.
- g. No community service available where veteran resides
- h. Geographic barriers.
- i. Inadequate technical, laboratory, or administrative support.
- j. Lack of flexible staffing at VA facility.
- k. Lack of provider accountability (e.g., no assigned primary care clinician).
- l. Restrictive Hospital Based Primary Care (HBPC) policies and procedures.
- m. Inconsistent or inflexible application of homemaker/home health aide policy/procedure.
- n. Inconsistent or inflexible application of HBPC policy/procedures.
- o. Cultural barriers.

Recommendations:

1. The Community Health Nurse Coordinators' (CHNC) Source Book should be shared with the Associate Director, Chief of Staff, Chief of Nursing, and the CHNC.
2. The CHNC should share this information with the appropriate clinical/administrative staff.
3. Initiatives identified within the Source Book should be considered for implementation as deemed appropriate by medical center management and the CHNC. A contact person and phone number are listed with each initiative.
4. A copy of this document (to be mailed in the near future) should be maintained in the Medical Library.

ACKNOWLEDGEMENT

Special thanks to our technical advisory group (TAG) for their support of this project:

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Initiatives

CATEGORY Administration

TOPIC Networking Strategies (VA internal/facility)

FACILITY/STATION Fayetteville, AR (564)

TITLE Homebound Veterans' Visitation Program

DESCRIPTION Provide visits to veterans who are feeling the effects of being homebound.

IMPLEMENTATION DATE 5/1/96

QUALITY Enhancement Reduces feelings of isolation.

LABOR Description All volunteers.

MATERIALS/Other costs \$0

IMPLEMENTATION Strategy Volunteers are recruited from Veterans Service Organizations and trained by Voluntary Service at the facility. Primary Care providers request visitations on an "as needed" basis. Visitors socialize with the veterans, help veterans write letters, stay with veteran while family/significant other runs errands, bakes cookies for homebound veterans. Descriptive brochure from medical center.

CONTACT Elizabeth E. Johnston, R.N.C.

TITLE Homebound Visitation Coordinator

SERVICE Nursing Service and
Primary Care

FTS Phone (501) 742-5555

Commercial Phone (501) 443-4301 (5581)

Fax (501) 444-5946

CATEGORY Administration

TOPIC Networking/Outreach Strategies (Non-VA)

FACILITY/STATION Beckley, WV (517)

TITLE Community Outreach Council

DESCRIPTION Participate with representatives of all local healthcare providers for improvement in sharing resources.

IMPLEMENTATION DATE 7/1/96

QUALITY Enhancement Quality of inpatient and community care improved through enhanced communication.

IMPLEMENTATION Strategy Monthly meetings with interim telephone contacts.

COMMENTS Many providers have erroneous impressions of mission and services of Department of Veterans Affairs. Participation in community council has been of great value in improving the image of the Department of Veterans Affairs.

CONTACT Linda S. Stacy, RNC

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

FTS Phone (700) 924-4259

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Fax (304) 255-2431

CATEGORY Administration

TOPIC Networking/Outreach Strategies (Non-VA)

FACILITY/STATION Fargo, ND (437)

TITLE Health Care for Homeless Veterans

DESCRIPTION Identification of homeless veterans seeking health care at the Free Community Clinic. Hands-on care and VA benefits information are provided on-site by the Community Health Nurse Coordinator (CHNC) to assure access to care.

IMPLEMENTATION DATE 10/1/90

QUALITY Enhancement Validation of presence of homeless veterans. Access to care for homeless veterans. Commitment to care for homeless veterans by VA Medical Center. Community involvement and support by VA.

COST Avoided \$13,000 Monthly

The Cost Saved/Avoided was: Estimated

The Cost Saved/Avoided was achieved by: Avoidance of Hospitalization/Nursing Home

LABOR FTEE Existing staff

LABOR Description CHNC time = 23-26 hours/per month

MATERIALS/Other costs \$0

IMPLEMENTATION Strategy CHNC attended community organization implementation meetings. Professional support by the CHNC for five to six hours weekly. Initially, 54% of clients were veterans. Since utilization of social work outreach, the number of veterans has been reduced to 2%.

COMMENTS Commitment by a local public health nurse and the CHNC to provide health services to the homeless through united nursing efforts generated community support and involvement; community education resulted in community action.

CONTACT Darlene Joyce Simdorn, RN

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

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CATEGORY Administration

TOPIC Networking/Outreach Strategies (Non-VA)

FACILITY/STATION Topeka, KS (677)

TITLE Resource Fair for Topeka Area Continuity of Care

DESCRIPTION Community networking of agencies in area and surrounding community to have booth to show what services they have available for their community.

IMPLEMENTATION DATE 3/1/89

QUALITY Enhancement More knowledgeable of community resources to meet patients' needs.

RESOURCE Management Better management of the community benefits.

LABOR FTEE Existing staff

LABOR Description Community Health Nurse Coordinator (CHNC) staffs this booth each year.

MATERIALS/Other costs \$10

MATERIALS Description \$10.00 for tabletop booths per agency.

IMPLEMENTATION Strategy Volunteer

COMMENTS This program has been very successful.

CONTACT Jan Stone, RN

TITLE Community Health Nurse Coordinator

SERVICE Primary Care

FTS Phone (700) 277-2005

Commercial Phone (785) 350-3111 (2005)

Fax (785) 350-4380

CATEGORY Administration

TOPIC Reorganization/Restructuring

FACILITY/STATION Charleston, SC (534)

TITLE Reorganization of Home Care to Geriatrics and Extended Care (GEC)

DESCRIPTION To enhance smooth transition of patients from one home care program to another. All home care is now under Geriatrics and Extended Care.

IMPLEMENTATION DATE 4/1/97

QUALITY Enhancement Enhances transfer of patients from one level of care to another. One point of entry for all home care makes it less confusing for patients and providers.

RESOURCE Management Cost savings is unknown.

LABOR FTEE Existing staff

IMPLEMENTATION Strategy Reorganization plan submitted and accepted by Medical Center Director and Chief of Staff to combine all Home Care Programs under GEC Service Line.

COMMENTS Perceived need for better continuity of care for all Home Care Programs.

CONTACT Claudia C. Cohen, RN, MSN

TITLE Geriatrics and Extended Care Home Care Section Leader

SERVICE Geriatrics and
Extended Care

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Commercial Phone (803) 577-5011 (6205)

Fax (803) 805-5786

CATEGORY Administration

TOPIC Reorganization/Restructuring

FACILITY/STATION Gainesville, FL (573)

TITLE Merging Home Based Primary Care (HBPC) and Community Health Programs

DESCRIPTION Disparity of interdisciplinary supports between HBPC & Community Health Nurse Coordinators (CHNC) was identified. The two programs merged, and staff of each program were involved in the roles of both programs. Merged roles continued until cross training complete & systems' problems solved.

IMPLEMENTATION DATE 3/1/93

QUALITY Enhancement Optimal identification of patients who can benefit most from HBPC. Most (non-VA pay) patients are now referred out for agency care initially; their need of HBPC identified over time.

RESOURCE Management Interdisciplinary support to an Extended Care (EC) program with no gate keeping that contained many patients who had "failed" or did not meet criteria for other EC programs. Cross training allowing better coverage of wide range of CHNC/HBPC activities.

LABOR FTEE Existing staff

LABOR Description Weekly meetings in preparation for three months; labor to remodel offices.

MATERIALS Description DHCP terminal obtained for every team member.

IMPLEMENTATION Strategy Leader of merged program identified from within. All staff met weekly for three months planning space/equipment/responsibilities. All nurses merged roles and divided workload equally: there are "road days" and "office days" for all.

COMMENTS HBPC Nurses (3) & CHNCs (2) are all nurse practitioners. HBPC program director is a nurse practitioner and had been in that role for a number of years, thus had a very stable program.

CONTACT Cynthia Stacey, ARNP

TITLE HBPC Program Director

SERVICE Nursing Service

FTS Phone

Commercial Phone (352) 374-6021

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CATEGORY Administration

TOPIC Reorganization/Restructuring

FACILITY/STATION Providence, RI (650)

TITLE Managed Care Model

DESCRIPTION Integration of the functions of Social Work, Home Based Primary Care (HBPC), Community Nursing Home, and Adult Day Health Care into Managed Care Model using case management principles.

IMPLEMENTATION DATE 6/1/97

QUALITY Enhancement Improved patient satisfaction. Improved coordination of care.

LABOR FTEE 2

LABOR Description Continuing Care Nurse positions (existing staff).

IMPLEMENTATION Strategy The HBPC Program, Community Nursing Home RN, Community Health RN, and 6 Social Work staff were incorporated into Primary Care. Six Continuing Care Nurses FTEE and Social Workers are functioning as case managers within the interdisciplinary team model. Teams include physician, nurse practitioners, continuing care nurses, social workers, dietitians, pharmacists, licensed practical nurses, and ancillary staff.

COMMENTS The Primary Care System has been in place for 4-5 yrs which provided the framework for including extended care programs in a managed care model. The integration transition was further facilitated by a broad spectrum of extended care programs already in place.

CONTACT Cheryl Fitzgerald, NP

TITLE Operations Manager, Managed Care

SERVICE Managed Care Service

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Fax (401) 457-3363

CATEGORY Administration

TOPIC Responsibility/Accountability for Resources

FACILITY/STATION Butler, PA (529)

TITLE Task Force: Fee Basis/Alternative Community Nursing Home (CNH) Funds

DESCRIPTION To equitably distribute limited funds (Fee Basis/CNH Alternative).

IMPLEMENTATION DATE 1/1/97

QUALITY Enhancement Due to task force initiative more veterans received care at home with available funds, maintaining optimal patient care in the home.

RESOURCE Management Significant costs were saved by comparative pricing with agencies providing home care.

COST Avoided \$5,000 Monthly

The Cost Saved/Avoided was: Actual/Real

LABOR Description Existing Staff/Task Force included Home and Community Health Care (HCHC) RNs(2), CNH Social Worker, Fee Basis clerk.

IMPLEMENTATION Strategy Group identified need to improve management of funds and agreed to look at: duplication of services, excessive services, consistent process to apply for funds within the medical center, and an effective method for obtaining competitive pricing for services.

COMMENTS A data format (Excel) developed to identify veterans receiving funds and costs of services. Criteria were established to disperse funds considering Fee Basis eligibility, CNH funds available and veteran's eligibility for local community services in the home.

CONTACT Anne Thomson, BSN, RN

TITLE Home and Community Health Care Nurse Manager

SERVICE Community Care and
Development Product Line

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Fax (412) 477-5109

CATEGORY Administration

TOPIC Responsibility/Accountability for Resources

FACILITY/STATION Dayton, OH (552)

TITLE Medicare Equivalent Rates for Home Health Services

DESCRIPTION Requested home care agencies to provide home health services under the VA Fee Basis Program for the Medicare equivalent rate verses standard rate.

IMPLEMENTATION DATE 11/1/96

QUALITY Enhancement Substantial cost containment for home care services. A trained VA Fee Basis personnel (GS-4) assigned to the CHNC Program to assist with all billing related issues would be an excellent quality control measure.

COST Avoided \$60/Visit

IMPLEMENTATION Strategy Negotiated with individual home care agencies to provide Medicare equivalent rates (lower rates) for home care services.

COMMENTS The standard rate for skilled nursing visits through a local home health agency of \$115.00/visit was reduced to \$55.00/visit after implementation of the Medicare equivalent rate.

CONTACT Terri Turner, RN

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

FTS Phone

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Fax (937) 267-5309

CATEGORY Administration

TOPIC Responsibility/Accountability for Resources

FACILITY/STATION Louisville, KY (603)

TITLE Staffing Methodology for Community Health

DESCRIPTION Through the use of the Expert Panel-Based Nurse Staffing and Resource Management Methodology, the Community Health Nurse Coordinator has begun to collect and analyze minimum unit-based data sets to measure workload utilizing activity classification indicators.

IMPLEMENTATION DATE 4/1/97

QUALITY Enhancement Results are tabulated to support decision making related to staffing needs of Community Health.

IMPLEMENTATION Strategy Uniform data sheets were designed to track daily/monthly workload including encounter forms, numbers and types of referrals. Staff inservice was necessary. Form revision facilitated more refined data.

COMMENTS The Expert Panel - Based Nurse Staffing and Resource Management Methodology was published by the National Center for Cost Containment (NCCC) and should be available in all VA libraries. If not, a copy may be obtained by phoning 414.384.2000 ext. 2354.

CONTACT Kevin Wintergerst, RN

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

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Fax (502) 894-6847

CATEGORY Administration

TOPIC Responsibility/Accountability for Resources

FACILITY/STATION Marion, IL (609)

TITLE Fee Basis Referral Tracking Mechanism

DESCRIPTION Word processing file has been developed which lists all veterans currently referred for home health paid by Fee Basis. It includes the start and stop dates of authorization and a brief code for type of care and cost.

IMPLEMENTATION DATE 11/6/95

QUALITY Enhancement Able to review status of each case near end of authorization period to determine need to stop or continue care; able to determine percentage of entire case load which is under Fee Basis.

IMPLEMENTATION Strategy List is updated in computer every 1-2 weeks and new cases penciled in in-between. List reviewed at each update, and veterans nearing end of authorization period reviewed for status.

COMMENTS Access to PC and word processing software makes list feasible. Fulfills need to assist home health agencies to avoid continuing visits beyond authorization date or stopping care if veteran still needs it, both of which happened prior to tracking.

CONTACT Vennie Anderson, RN, MS, ED

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

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Fax (618) 993-4194

CATEGORY Administration

TOPIC Responsibility/Accountability for Resources

FACILITY/STATION New Orleans, LA (629)

TITLE Appropriate Utilization of Home Health Resources

DESCRIPTION To decrease the annual cost of Fee Basis home health within the context of appropriate utilization of home health resources.

IMPLEMENTATION DATE 11/1/96

QUALITY Enhancement Improved patient care which is cost effective. Total number of patients receiving IV therapy decreased by 100%. Case management of patients resulted in more appropriate frequency of skilled nurse visits with more timely discontinuation of home health services.

COST Saved \$113,331 Annually

COST Avoided \$173,940 Annually

The Cost Saved/Avoided was: Actual/Real

The Cost Saved/Avoided was achieved by: Avoidance of Hospitalization/Nursing Home

IMPLEMENTATION Strategy Case management of all patients receiving home health under VA contract. Development of Fee Basis authorization tool for clinical review of appropriate care relative to cost of skilled nursing visits. Expansion of geriatric clinic to include ambulatory IV therapy, and expansion of Home Based Primary Care (HBPC) to include IV therapy.

COMMENTS Merging of HBPC and Public Health Nursing. Transfer of Fee Basis home health budget to Geriatrics and Community Services.

CONTACT Adrienne Thymes-Leflore, RN

TITLE Clinical Coordinator, Community Services

SERVICE Geriatrics and Community
Services Service Line

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CATEGORY Education/Training

TOPIC Community

FACILITY/STATION Central Alabama Veterans Health Care System (619)

TITLE Community Education/Training

DESCRIPTION Educating community on various aspects of wellness, stroke, women's health, aging, hypertension, and reality orientation (RO).

IMPLEMENTATION DATE 2/1/92

QUALITY Enhancement 1. Increase knowledge level and enhance patient care. 2. Measure outcomes of Reality Orientation program to reduce confusion in homebound patient. 3. Provide high level of comprehensive care for women as self care agents. 4. Promote functional level of patient to highest potential.

IMPLEMENTATION Strategy 1. Developed teaching plans, purpose and objectives. 2. Taught subject matter to staff in community nursing homes, families, caregivers, and civic clubs.

COMMENTS Need for information identified, especially related to differences in "Stroke: Left vs. Right: Know the Difference." All patients were being treated alike. Needed to enhance quality of care outcomes.

CONTACT Diane Shoemaker, RN, MSN, CS

TITLE Public Health Nurse Coordinator

SERVICE Nursing Service

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Fax (334) 727-2877

CATEGORY Education/Training

TOPIC Community

FACILITY/STATION Durham, NC (558)

TITLE Community Education/Orientation

DESCRIPTION To provide health education to community groups/facilities in the area of preventive health and care delivery.

IMPLEMENTATION DATE 9/1/86

QUALITY Enhancement Improve the quality of care provided to patients and increases the knowledge base of veterans groups, church groups, etc. about specific conditions and preventive health practices.

IMPLEMENTATION Strategy Offer our services to community groups; provide teaching/counseling to contract nursing home staff on specific subject matter.

COMMENTS Promotes a positive image for VA; demonstrates our commitment to quality health care; facilitates communication and fosters effective working relationships between VA and the consumer.

CONTACT Jacqueline N. Howell, RN,C, BSN, MPH **TITLE** Community Health Nurse Coordinators **SERVICE** Nursing Service
and Doreen Shaner, RN, BSN

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CATEGORY Education/Training

TOPIC Community

FACILITY/STATION Lexington, KY (596)

TITLE Community Education

DESCRIPTION To improve delivery of care to psychiatry patients in contract nursing homes. Provide psychiatric education for the staff in the nursing homes.

IMPLEMENTATION DATE 9/1/95

QUALITY Enhancement Improved patient care and decreased readmissions to the hospital for psychiatric patients.

IMPLEMENTATION Strategy Developed education modules for teaching. All nursing homes with our patients were informed of the education available.

COMMENTS Our Learning Resource Center has sent out information to all nursing homes of education available.

CONTACT Ella Smith, RN

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

FTS Phone (700) 352-3236

Commercial Phone (606) 233-4511 (3236)

Fax (606) 281-3982

CATEGORY Education/Training

TOPIC Staff

FACILITY/STATION Central Texas Health Care System (674)

TITLE Monthly Orientation to Community Health Nurse (CHN) Services

DESCRIPTION Orient staff to CHN functions and referral processes.

IMPLEMENTATION DATE 10/1/97

QUALITY Enhancement Staff enabled to provide appropriate input for varied referrals.

IMPLEMENTATION Strategy Developed lesson plans on: Discharge Planning; CHN services; referrals for home health; Adult Day Health Care (ADHC); Homemaker/HomeHealth Aide (H/HHA) program; and community nursing homes. Formal class provided monthly to new staff and (as needed) on care units.

CONTACT Rita Lowrey, MS, RNC

TITLE Community Health Nurse Coordinator

SERVICE (011CH)

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Commercial Phone (254) 778-4811 (4617)

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CATEGORY Education/Training

TOPIC Staff

FACILITY/STATION Loma Linda, CA (605)

TITLE Resident Physician Community Nursing Home (CNH) Visits

DESCRIPTION To orient the resident physicians to the benefits and limitations of contract nursing home care.

IMPLEMENTATION DATE 5/1/94

QUALITY Enhancement Increase physician understanding of CNH care and enhance cooperation in the transfer of information to the community nursing home.

LABOR Description Visits coincide with CHN visits.

IMPLEMENTATION Strategy Proposal presented to medical education staff; learning objectives developed; articles regarding nursing home medical directors and nursing home medical care identified through literature review; informed CNH of proposal; visits scheduled.

COMMENTS CNH benefits: Physician assessment available during visit; physicians available to sign consults and prosthetic requests if needed; improvements noted in future CNH referral documentation.

CONTACT Toni Calhoon, RN

TITLE Community Health Nurse

SERVICE Nursing Service

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Commercial Phone (909) 825-7084 (2069)

Fax (909) 422-3186

CATEGORY Education/Training

TOPIC Staff

FACILITY/STATION Minneapolis, MN (618)

TITLE Discharge Planning Manual

DESCRIPTION To maintain an integrated facility-wide system for discharge planning and initiate appropriate home health referrals at the ward/unit/clinic level.

IMPLEMENTATION DATE 1/1/70

QUALITY Enhancement Staff who work directly with the client are empowered to decide on the need for a home health referral and are able to initiate and phone it directly to an appropriate agency.

TIME Avoided Amount Not Known

IMPLEMENTATION Strategy Community Health Nurse Coordinators (CHNC) orient all new RNs to this system through teaching the discharge planning class. CHNCs are available on an ongoing basis for consultation.

COMMENTS This system has been in place for many years. It is routinely reviewed and updated by the CHNCs with input from multiple departments and areas.

CONTACT Gail Brennan, RN

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

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CATEGORY Education/Training

TOPIC Staff

FACILITY/STATION Tomah, WI (676)

TITLE Home Care Update for RNs

DESCRIPTION To enhance RNs knowledge of home care services, including types of visits, pay sources, eligibility and requirements.

IMPLEMENTATION DATE 3/1/97

QUALITY Enhancement Discharge planning is more focused on home care needs.

IMPLEMENTATION Strategy Community Health Nurse Coordinator (CHNC) made a video addressing many aspects of home care. Copies were made and routed to all RNs on all shifts for their viewing.

CONTACT Kathleen Flatoff, MSN, RNC

TITLE Community Health Nurse Coordinator

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CATEGORY Informatics

TOPIC Administration

FACILITY/STATION Decatur, GA (508)

TITLE Tracking Home Health Patients in Decentralized Hospital Computer Program (DHCP) or Personal Computer

DESCRIPTION Community Health Nurse Coordinator (CHNC) able to indicate which home health/hospice patients are active, if currently hospitalized, and to visualize quickly which agency is serving patient and specify which functions they were requested to perform. Re-certification dates for Plans of Care kept current.

IMPLEMENTATION DATE 9/1/93

QUALITY Enhancement Improved communication to team members and improved discharge planning process. Saved telephone time with home health agency preventing duplication of paperwork.

LABOR FTEE Existing staff

LABOR Description The Information Resource Management Service (IRMS) support person to CHNC service/product line should contact the IRMS support person for the nursing service/product line to download the information.

IMPLEMENTATION Strategy Shared this expertise via multiple telephone conferences and sent requested information via facsimile or mail. Also published in CHNC newsletter (The Link).

COMMENTS Having this information readily available saves time since the home health agency staff frequently contacts us inquiring if home health orders are signed and ready. It saves the time of all discharge planning team members.

CONTACT Lucy McKinney Parlor, MPH, RNC, A-CC

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SERVICE Nursing Service

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CATEGORY Informatics

TOPIC Administration

FACILITY/STATION Louisville, KY (603)

TITLE Community Health Patient Lab Follow-up

DESCRIPTION Lab orders are placed in an appointment book specific to either anticoagulation follow-up or other tests. This serves as a daily reference for expected lab results. This is done for the purpose of tracking.

IMPLEMENTATION DATE 10/1/96

QUALITY Enhancement Tracking lab orders on community patients assures follow-up on results not received. Although testing may have been delayed, it is no longer lost to the “system.” Risk of morbidity and mortality has been drastically reduced.

RESOURCE Management Avoidance of Hospitalization/ER Visits.

IMPLEMENTATION Strategy One appointment book is for anticoagulation which is addressed by the Pharmacist; the other for general tests which are addressed by the Community Health physician. Entries include patient name, test and agency. Calls are made within 24-48 hrs for results.

COMMENTS Primary care providers in the Firm are provided with the results of any community health labs they have ordered or wish to personally follow.

CONTACT Kevin Wintergerst, RN

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CATEGORY Informatics

TOPIC Administration

FACILITY/STATION Marion, IL (609)

TITLE Home Health Decentralized Hospital Computer Program (DHCP) List

DESCRIPTION We have a DHCP patient list containing all veterans currently followed by home health.

IMPLEMENTATION DATE 10/1/94

QUALITY Enhancement If veteran on list is admitted or dies, or has abnormal labs or x-ray reports, Community Health Nurse Coordinator (CHNC) gets an "Alert" on DHCP. This keeps CHNC informed about patient location and condition, including death. CHNC can share information with home health agency as appropriate.

IMPLEMENTATION Strategy As our word processing "Active List" is updated each week, we also update the DHCP list by adding/deleting names. We respond to "Alerts" about admissions by requesting that the ward notify CHNC of discharge.

COMMENTS With only two of us working in the CHNC office the DHCP list provides a dependable, fast way to know when veterans are admitted or have major clinical changes.

CONTACT Vennie Anderson, RN, MS, ED

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CATEGORY Informatics

TOPIC Administration

FACILITY/STATION Minneapolis, MN (618)

TITLE Computerized System for Tracking Referrals, Sending Authorization Letters, and Tracking Orders/Recertification

DESCRIPTION Currently in Paradox software. Referrals are entered in system with specific data. A script is run to generate specific letter for mailing to agency. Orders and recertifications are also routed and tracked in this program.

IMPLEMENTATION DATE 1/1/92

QUALITY Enhancement Has increased efficiency in mailing referrals to agencies. Has also increased efficiency in obtaining physician signatures on orders and recertifications.

IMPLEMENTATION Strategy The data base was developed and implemented by a former Community Health Nurse Coordinator (CHNC).

COMMENTS We are now looking at transferring this system to Access software so that information contained in the database can be available throughout the medical center.

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CATEGORY Informatics

TOPIC Administration

FACILITY/STATION Muskogee, OK (623)

TITLE Home Health Care Program

DESCRIPTION To log all home health care activity.

IMPLEMENTATION DATE 10/1/95

QUALITY Enhancement This allows all home health activity to be logged into a Decentralized Hospital Computer Program (DHCP). It is accessible from any DHCP port, and has improved communication and accessibility. It allows for reporting of statistics and retrieval of information.

IMPLEMENTATION Strategy DHCP Home Health Program

COMMENTS With Tulsa Outpatient Clinic Primary Care following their own patients, this has improved communication and access to information, thus improving patient care and continuity of care.

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CATEGORY Informatics

TOPIC Administration

FACILITY/STATION Northern Indiana Health Care System (610)

TITLE Decentralized Hospital Computer Program (DHCP) Tracking File

DESCRIPTION Treatment Plan Updates, Homemaker Home/Health Aide (H/HHA) Tracking.

IMPLEMENTATION DATE 10/1/96

QUALITY Enhancement Improved coordination/follow-up for H/HHA Program.

LABOR FTEE 0

LABOR Description No additional FTEE.

MATERIALS Description Home Based Primary Care (HBPC) secretary coordinates.

IMPLEMENTATION Strategy Patient's name, agency, cost, frequency of visit, and treatment plan updates are tracked.

CONTACT Patricia Campbell, MSN, RN

TITLE Home Based Primary Care Program Director

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CATEGORY Informatics

TOPIC Administration

FACILITY/STATION Oklahoma City, OK (635)

TITLE Home Care Computer Program

DESCRIPTION Enter all patients receiving home care into a specially developed computer program to track informaton on each patient.

IMPLEMENTATION DATE 3/1/95

QUALITY Enhancement Notification of admission/transfer/discharge.

IMPLEMENTATION Strategy Information Resource Management Service (IRMS) developed and adjusted program until it met all the needs of the community nurses.

COMMENTS Prior to development/implementation of the program, home care information was entered on 3x5 cards which were not easily accessible or complete.

CONTACT Connie Kilgore

TITLE Computer Programmer

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CATEGORY Informatics

TOPIC Administration

FACILITY/STATION Shreveport, LA (667)

TITLE Patient Database

DESCRIPTION To enhance the organization and retrieval of home health patient data.

IMPLEMENTATION DATE 10/1/96

QUALITY Enhancement Capacity to retrieve patient data by clinics, diagnosis, home health agency, eligibility, and other demographic data; computerized alert system for pertinent dates (such as Fee Basis expiration dates and laboratory due dates).

IMPLEMENTATION Strategy Development of database files; development of weekly queries.

COMMENTS Personal Computer based program

CONTACT Cassandra Martin, RN, MSN

TITLE Public Health Nurse Coordinator

SERVICE Nursing Service

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CATEGORY Informatics

TOPIC Administration

FACILITY/STATION St. Louis, MO (657)

TITLE Home Care Program

DESCRIPTION Database developed to store workload, agencies, services delivered, diagnosis, and length of time. Available as resource to all staff.

IMPLEMENTATION DATE 10/1/96

QUALITY Enhancement Able to obtain data and compare programs within VISN. Also able to implement case management with components developed.

IMPLEMENTATION Strategy Designed templates to include episodes of care, vendor, current list of active clients, skilled services provided, and length. Program also designed to measure verification.

CONTACT Catherine E. Miller, RN

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Service Line

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CATEGORY Informatics

TOPIC Administration

FACILITY/STATION Togus, ME (402)

TITLE Administration

DESCRIPTION Personal Computer-based program used to organize all patient information and notes for CHNC use. Does complete/selective searches.

IMPLEMENTATION DATE 2/1/96

QUALITY Enhancement Enables search criteria-based printed reports, enhances efficiency, saves time uses small memory footprint.

CONTACT Robert Skeffington, RN

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CATEGORY Informatics

TOPIC Administration

FACILITY/STATION Western New York Health Care System (528)

TITLE Community Referral Database

DESCRIPTION Developed a comprehensive database for clients referred to community based home care agencies to enhance continuity of care.

IMPLEMENTATION DATE 1/1/94

QUALITY Enhancement Information is available at any Decentralized Hospital Computer Program (DHCP) terminal on: homecare services and Fee Basis status.

IMPLEMENTATION Strategy Database from Atlanta VA was modified. Data entered on referral. Options are used daily by Continuity RN staff.

COMMENTS Information can be accessed at all sites of Western New York VA Healthcare System

CONTACT Doreen Albee, RN

TITLE Continuity Director

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CATEGORY Informatics

TOPIC Clinical

FACILITY/STATION Central Texas Health Care System (674)

TITLE Community Health Nurse (CHN) Progress Notes

DESCRIPTION Achieve available CHN notes with appropriate content.

IMPLEMENTATION DATE 8/1/97

QUALITY Enhancement Has improved availability of CHN input for work. Input from CHN is readily available in patient records.

IMPLEMENTATION Strategy Established computer templates for CHN, Adult Day Health Care (ADHC) visits, Community Nursing Home (CNH) visits, Homemaker/Home Health Aide patient visits and general entries. Trained CHN staff in use.

CONTACT Rita Lowrey, MS, RNC

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SERVICE (011CH)

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CATEGORY Informatics

TOPIC Clinical

FACILITY/STATION Denver, CO (554)

TITLE Computerized Community Plan of Care

DESCRIPTION Electronic Progress Note template for recording specifics of home and community nursing home care referrals. Information readily available to all health care providers at VAMC.

IMPLEMENTATION DATE 6/1/95

QUALITY Enhancement Enhanced communication resulting in improved coordination of care.

IMPLEMENTATION Strategy Computer personnel developed template; appropriate people given access and trained to use.

COMMENTS VA medical center was moving toward utilization of Electronic Progress Notes.

CONTACT Kate VanDeVeere, RN, MPA

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

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CATEGORY Informatics

TOPIC Clinical

FACILITY/STATION Gainesville, FL (573)

TITLE Converting Electronic Decentralized Hospital Computer Program (DHCP) Progresss Notes to Electronic-mail (E-mail) Messages.

DESCRIPTION We use only DHCP progress notes to document calls from home health agencies. By converting these notes into E-mail messages, we can send reports on patients directly to their primary provider and receive responses that can be faxed to agency nurses.

IMPLEMENTATION DATE 7/1/96

QUALITY Enhancement Enhanced continuity & timeliness of change orders.

RESOURCE Management Less time spent trying to access providers by phone, often unsuccessfully. Providers can respond to routine reports when they use DHCP rather than be interrupted by calls when seeing patients.

LABOR Description One step conversion process is simple to teach and use; negligible time required.

MATERIALS Description Maximizes use of DHCP already in place.

IMPLEMENTATION Strategy Taught use of DHCP progress notes, and the one step process to convert a note into E-mail at the "Print Device" option. This initiative sells itself. Staff like it.

COMMENTS A computer (dummy) terminal is available for every staff member in the office.

CONTACT Cynthia Stacey, MSN, ARNP

TITLE HBPC Program Director

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CATEGORY Informatics

TOPIC Clinical

FACILITY/STATION Gainesville, FL (573)

TITLE Standardized Electronic Progress Notes for Community Nursing Home (CNH) Visits

DESCRIPTION Developed Decentralized Hospital Computer Program (DHCP) progress note for use in bi-monthly contract nursing home patient assessments. This note, completed initially on each patient, is copied forward to the date of the next visit. Only items which have changed must be re-addressed.

IMPLEMENTATION DATE 1/1/96

QUALITY Enhancement Structured; easy to compare assessments from one visit to the next. Assessments easily accessed by all VA providers. More time spent on assessment, less on documentation.

RESOURCE Management Time saver for nurse. Morale booster: nurses had been rewriting the same assessments over and over on indefinitely placed stable patients. Now can change date on same assessment and only write about changes in assessment.

TIME Saved Amount Not Known

TIME Avoided Amount Not Known

LABOR Description Achieved FTEE savings in avoidance of repetitive documentation.

MATERIALS/Other costs \$0

MATERIALS Description Used DHCP already in place.

IMPLEMENTATION Strategy Taught use of DHCP Progress Notes, including copying notes forward. Teaching takes <30 min. Type in a template form to copy forward on each patient.

COMMENTS This initiative sells itself to the nurse who must implement it.

CONTACT Cynthia Stacey, MSN, ARNP

TITLE Home Based Primary Care Program Director

SERVICE Nursing Service

Winnie Major, RN, BSN

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CATEGORY Informatics

TOPIC Clinical

FACILITY/STATION Huntington, WV (581)

TITLE Computerized Home Health Orders

DESCRIPTION To improve the continuity of care for home health patients by having home health orders entered into Decentralized Hospital Computer Program (DHCP) by the physician.

IMPLEMENTATION DATE 6/1/96

QUALITY Enhancement Home health orders can now be retrieved from DHCP. This eliminates the need to locate the patient's chart to find the written order.

IMPLEMENTATION Strategy A protocol was developed with Information Resource Management Service (IRMS) for entering Physicians' Orders in DHCP. Physicians were oriented to the program, and home health orders are now easier to access.

COMMENTS The computerized home health orders, along with the confidential home health summary, are then faxed via DHCP to the home health agencies. This eliminates the need for VA Form 10-7108.

CONTACT Cathy Brammer, RN, BSN

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CATEGORY Informatics

TOPIC Clinical

FACILITY/STATION Huntington, WV (581)

TITLE Computerized Home Health Summary

DESCRIPTION This summary utilizes the information in Decentralized Hospital Computer Program (DHCP) and eliminates hand writing of VA Form 10-7108 (Nursing Care Referral).

IMPLEMENTATION DATE 1/1/95

QUALITY Enhancement Patient information is easily accessed through DHCP and faxed to the home health agencies; thus, continuity of care is enhanced.

IMPLEMENTATION Strategy Specific items from the Health Summary computer package were combined to make the Confidential Home Health Summary which is faxed, via DHCP, to the home health agencies.

COMMENTS Staff nurses can now spend less time on paper work and more time at the bedside.

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CATEGORY Informatics

TOPIC Clinical

FACILITY/STATION Louisville, KY (603)

TITLE Use of the Blaylock Screening Tool for Discharge Planning

DESCRIPTION Valid/reliable research based tool was incorporated into a discharge screen/assessment/plan form used by staff nurses and community health staff to identify high risk patients for the interdisciplinary team.

IMPLEMENTATION DATE 4/1/94

QUALITY Enhancement Good predictor of need for discharge planning beyond the scope of the staff nurse. Valuable information in a concise format is used to prompt early results for rehabilitation.

RESOURCE Management Decreased length of stay.

IMPLEMENTATION Strategy Literature support used to justify this tool. Incorporated into nursing form for admission and discharge; standardized the information documented (related to functional status) and facilitated the nursing discharge note. Extensive inservice necessary.

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CATEGORY Informatics

TOPIC Clinical

FACILITY/STATION Tampa, FL (673)

TITLE Community Nursing Home Referral Form

DESCRIPTION Forms 10-7108 and 1204 have been combined in one Decentralized Hospital Computer Program (DHCP) form. It is generated on the service/unit by a social worker, and completed by the clinical team.

IMPLEMENTATION DATE 3/1/95

QUALITY Enhancement Printed referrals are easier to read and contain more information because of prompts. Previous referrals are available as they are stored in DHCP.

RESOURCE Management Agencies receive needed information in a more effective format.

TIME Saved Amount Not Known

TIME Avoided Amount Not Known

IMPLEMENTATION Strategy Information Resource Management Service (IRMS) assisted with development and installation of software. Extensive orientation to the system is continually done for clinical staff, and procedure written for completing form.

COMMENTS We are now refining the program to allow tracking of home health/hospice patients with the addition of new fields.

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CATEGORY Informatics

TOPIC Clinical

FACILITY/STATION Tomah, WI (676)

TITLE Electronic Progress Note Template for Nursing Home Visits

DESCRIPTION To establish guidelines for nursing home follow-up visits by Community Health Nurse Coordinator (CHNC). To promote ease of documentation since previous notes are retrieved and updated. To improve communication with other disciplines regarding status of nursing home veterans.

IMPLEMENTATION DATE 1/1/96

QUALITY Enhancement Easier documentation. Improved communication.

TIME Saved No Savings

TIME Avoided No Savings

IMPLEMENTATION Strategy Information Resource Management Service (IRMS) developed a template on our electronic progress note program, based on guidelines established by CHNC.

CONTACT Katheen Flatoff, MSN, RNC

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CATEGORY Informatics

TOPIC Clinical

FACILITY/STATION Wichita, KS (452)

TITLE Electronic Progress Note - VA Form 10-7108

DESCRIPTION Entry of Home Care Referral form in the Electronic Progress Note (EPN) for easier retrieval by all members of the health care team.

IMPLEMENTATION DATE 1/1/97

QUALITY Enhancement Improved communication without need for chart.

LABOR Description Minimal set up time and staff training.

MATERIALS/Other costs \$0

MATERIALS Description Existing materials used.

IMPLEMENTATION Strategy EPN template made for fictitious patient. EPN copied. Referral information documented, signed electronically. MD amends EPN to note any changes and/or approval. Copy of EPN sent to Fee/Basis.

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CATEGORY Informatics

TOPIC Responsibility/Accountability for Resources

FACILITY/STATION Minneapolis, MN (618)

TITLE Workload Log

DESCRIPTION To develop an efficient system to capture daily workload within the Home and Community Care Intake and Resource Center.
(Community Health Nurses are located in this area.)

IMPLEMENTATION DATE 5/1/97

RESOURCE Management This is an easy to use log that is completed on a daily basis by each person in this office. It takes a minimum of time to complete as calls, consultations and referral reviews are being done in the office.

IMPLEMENTATION Strategy Developed log form. Piloted form. Implemented use by all staff in office. Plan to computerize system.

CONTACT Marcia Belisle, RN

TITLE Community Health Nurse Coordinator

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CATEGORY Patient Care Delivery

TOPIC Care Delivery Models/Organization

FACILITY/STATION Butler, PA (529)

TITLE Combining Home Based Primary Care/Community Health Nurse (HBPC/CHN) Programs into the Home and Community Health Care Program

DESCRIPTION 1. Enhance program management [1 manager]. 2. Service area divided for effective staffing. 3. Cross training of staff to function in all areas of home care. 4. Improve patient care delivery in the community.

IMPLEMENTATION DATE 2/1/96

QUALITY Enhancement Referrals handled more efficiently. Visits made in a more timely manner. Service area covered more effectively (travel time reduced).

COST Avoided \$5,000 Annually

The Cost Saved/Avoided was: Estimated

IMPLEMENTATION Strategy HBPC and CHNs met to brainstorm combining programs. Home and Community Health Care program developed. Medical center service area divided and RN assigned to each area (cross trained for HBPC/CHN functions). Meet weekly to review referrals/discuss issues.

COMMENTS Both programs were located in the same area with history of cooperation. The opportunity to examine both programs and explore combination presented with the retirement of the CHN coordinator whose position was eliminated.

CONTACT Anne Thomson, BSN, RN

TITLE Nurse Manager Home and Community Health Care **SERVICE** Nursing Service

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CATEGORY Patient Care Delivery

TOPIC Care Delivery Models/Organization

FACILITY/STATION Dayton, OH (552)

TITLE Coordinator of Home IV Therapy

DESCRIPTION Veterans who need short or long term intermittent Home IV Therapy are referred to Community Health Nurse Coordinator (CHNC) for arrangements and coordination of care. All needed IV medication supplies and equipment come from VA pharmacy.

IMPLEMENTATION DATE 10/1/96

QUALITY Enhancement Cost Containment (as compared to contracting out). An interdisciplinary committee on Home IV Therapy was established to improve communication and promote quality of this high tech/low volume activity. Special forms were designed for ordering IV supplies & patient assessment.

RESOURCE Management Minimum savings of \$100 per day per IV Home care. Average 15-25 IV cases per year.

COST Avoided \$42,200 Annually

IMPLEMENTATION Strategy Has been implemented. Interdisciplinary cooperation improved with committee meetings with physicians, Pharmacy, Acquisition & Materiel Management, Patient Education, Nursing, and Prosthetics.

COMMENTS Other departments willing to go the extra mile. Home health care agencies, that focus on Home IV, have expert nurses in home; CHNCs “know the system” and are clinically knowledgeable.

CONTACT Louise Stephens, RN

TITLE Community Health Nurse Coordinator

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CATEGORY Patient Care Delivery

TOPIC Care Delivery Models/Organization

FACILITY/STATION Greater Nebraska Health Care System (597)

TITLE Health Promotion Screenings

DESCRIPTION Improve access to care close to veteran's home. Improve quality of life and reduce admissions due to early intervention.

IMPLEMENTATION DATE 10/1/96

QUALITY Enhancement Quality of life increased due to early intervention; increased community awareness of health promotion and services available through the VA.

COST Saved/Cost Avoided Was achieved by avoidance of hospitalization/nursing home admissions.

LABOR Description Within existing ceiling.

MATERIALS Description Patient education materials, motel costs.

IMPLEMENTATION Strategy Determined number of veterans in counties in primary service area and identified needs. Screenings held at veterans service organizations. Publicity coordinated with Veteran Service Officers and Public Affairs. Notify veterans seen of eligibility, lab results, and any follow up needed.

COMMENTS Large rural primary service area. Need for health care in rural setting. Transportation issues with aging veterans.

CONTACT Virginia Pokorski, RN

TITLE Community Health Nurse Coordinator

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CATEGORY Patient Care Delivery

TOPIC Care Delivery Models/Organization

FACILITY/STATION Loma Linda, CA (605)

TITLE Gero-Psychiatry Care

DESCRIPTION To decrease gero-psychiatry re-admissions to acute care from Community Nursing Homes (CNH).

IMPLEMENTATION DATE 3/1/95

QUALITY Enhancement Improvements noted in diagnosis and treatment of gero-psychiatry patients.

RESOURCE Management Cost avoidance due to decreased re-admissions to acute care.

LABOR Description Geriatric Psychiatrist visits CNHs near VA medical center (VAMC) for 2 hours/week.

MATERIALS Description Travel

IMPLEMENTATION Strategy Geriatric Psychiatrist visits CHNs within 25 miles of VAMC. Psychiatric assessment provided; diagnosis and treatment of condition identified; documentation in CNH record accomplished to meet OBRA standards.

COMMENTS Six CNHs within 25 miles of this VAMC; large geriatric population with limited geriatric resources. This program allows management of this population and avoidance of unnecessary re-admissions.

CONTACT Toni Calhoon, RN

TITLE Community Health Nurse

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CATEGORY Patient Care Delivery

TOPIC Care Delivery Models/Organization

FACILITY/STATION Louisville, KY (603)

TITLE Primary Care of Community Health Patients

DESCRIPTION Case management of the community health patient is the primary responsibility of the Community Health Nurse Coordinator (CHNC) and staff, with the support of the primary care physicians and physician assigned to Community Health.

IMPLEMENTATION DATE 10/1/88

QUALITY Enhancement Expedient resolution of clinical issues in the absence of the primary care physician. Consistent nursing direction/consultation provided to community health providers. Facilitates quality/fiscal management and paperflow.

RESOURCE Management Avoidance of Hospitalization/Nursing Home Admission.

TIME Avoided Amount Not Known

IMPLEMENTATION Strategy A primary care physician is permanently assigned to the community health office to provide telephone care and to sign orders. Control of the care plan is provided by the CHNC and staff through encounters.

COMMENTS Staffing support has been essential. Collaborative relationships with other disciplines/services have impacted effectiveness. Freedom to create approaches to both fiscal and quality management has promoted growth in the program.

CONTACT Kevin Wintergerst, RN

TITLE Community Health Nurse Coordinator

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CATEGORY Patient Care Delivery

TOPIC Care Delivery Models/Organization

FACILITY/STATION North Texas Health Care System (549)

TITLE Health Screening

DESCRIPTION Provide easier access to preventive health care to the aging veteran population in various communities, within our catchment area, using a multidisciplinary team approach.

IMPLEMENTATION DATE 2/1/94

QUALITY Enhancement An innovative approach to use health screening at access point to identify medical problems with referrals to VA/Primary Care Physician; refer patients with known uncontrolled and untreated medical problems; promote health and disease prevention with immunizations.

LABOR FTEE 12

LABOR Description The team consists of nurses, clerks, dietitians, medical technologist, nurse practitioners, physician assistants, and pharmacists all of whom serve as providers.

MATERIALS/Other costs \$13,500

MATERIALS Description The following supplies were purchased: Dynamaps, hand held Oto/Ophthalmoscopes, tympanic thermometers, privacy screens, influenza, pneumovax, tetanus-diphtheria

IMPLEMENTATION Strategy Contacted and collaborated with Veterans Service Officers to develop a schedule of visits. Organized and trained a multidisciplinary team to provide patient care services.

COMMENTS Over 50% of veterans screened were found to have an unknown medical condition which could significantly impact their health.

CONTACT Mark S. Nelson, MD

TITLE Associate Chief of Staff for Ambulatory Care

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CATEGORY Patient Care Delivery

TOPIC Care Delivery Models/Organization

FACILITY/STATION Pittsburgh Health Care System (646)

TITLE Psychiatric Community Health Nursing

DESCRIPTION Comprehensive in-home skilled psychiatric nursing supervision of the seriously mentally ill veteran. Focus is on work with family and community supports to decrease relapse and re-hospitalization.

IMPLEMENTATION DATE 10/1/88

QUALITY Enhancement Improved quality of life: Provides an alternative to inpatient care; focuses on wellness vs. illness.

RESOURCE Management Cost savings/avoidance: Avoids cost of hospital care by decreasing number of bed days via earlier discharge and/or avoiding re-hospitalization.

COST Saved \$57,000 Annually

COST Avoided \$907,000 Annually

The Cost Saved/Avoided was: Estimated

The Cost Saved/Avoided was achieved by: Avoidance of Hospitalization/Nursing Home

LABOR FTEE 1

LABOR Description 1 BSN Nurse III/5 \$54,233/PA Salary

MATERIALS/Other costs \$1,000

MATERIALS Description Travel expense; cell phone.

IMPLEMENTATION Strategy Attended discharge planning rounds to target veterans requiring in-home nursing supervision and/or community support systems. Developed policy/procedure to delineate program criteria, functions/responsibilities and referral process.

COMMENTS Large veteran population; Availability of VA Community Based Care Product Line resources; Availability of diverse community resources including active advocacy group and family-to-family support/education groups.

CONTACT Christine Geer, RN

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

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Fax (412) 365-4608

CATEGORY Patient Care Delivery

TOPIC Care Delivery Models/Organization

FACILITY/STATION Reno, NV (654)

TITLE Consistency within VISN 21

DESCRIPTION Geriatric and Extended Care Product Line developed admission and discharge criteria for all community based programs.

IMPLEMENTATION DATE 10/1/97

IMPLEMENTATION Strategy VISN and station funds made available for face-to-face quarterly meetings, plus video teleconferencing and conference calls.

COMMENTS Developed consistent admission and discharge criteria, and VISN wide outcome measures for all community based programs.

CONTACT Jean Earl, RN, MPH

TITLE Director, Home Based Primary Care

SERVICE Patient Care Services

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CATEGORY Patient Care Delivery

TOPIC Care Delivery Models/Organization

FACILITY/STATION San Diego, CA (664)

TITLE Using Fee Basis in Contract Nursing Homes (CNH)

DESCRIPTION To augment needed services, be cost-effective and prevent re-admissions, the Community Health Nurse Coordinator (CHNC) with the Associate Chief of Staff (ACOS) initiated this program. CNHs provide IV, blood transfusion, psychiatrist, psychologist, dental, physican therapist, hospice, home health for CNH patient discharge.

IMPLEMENTATION DATE 10/1/91

QUALITY Enhancement Improved quallity of care, timeliness of services, increased patient satisfaction, improved coordination of care and communication among health care providers; eliminated VA travel costs.

LABOR FTEE 0

LABOR Description Utilized existing CHNC position.

IMPLEMENTATION Strategy Decreased readmissions by providing services in contract nursing homes; decreased paying for psychiatric acute beds at private hospitals when VA census at capacity. Community psychiatrists can coordinate care and behavior modifications better on site with staff.

COMMENTS Able to utilize Homemaker/Home Health Aide Program in combination with skilled services, discharging patients on indefinite contracts to home.

CONTACT Ellen B. Barbieri, RNC

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

FTS Phone

Commercial Phone (619) 552-8585 (7291)

Fax (619) 552-7422

CATEGORY Patient Care Delivery

TOPIC Care Delivery Models/Organization

FACILITY/STATION Tuscaloosa, AL (679)

TITLE Introduction of Psychiatric Day Program and Community Care Program

DESCRIPTION The Genesis Day Program and Intensive Psychiatric Community Care (IPCC) Program were initiated to decrease lengths of stay, recidivism, and provide support to veterans and their families in the community.

IMPLEMENTATION DATE 3/1/97

QUALITY Enhancement The Genesis Day Treatment Program and the IPCC Program interface to provide continuous, consistent care.

RESOURCE Management We estimate that approximately \$18,000 per month is being saved by not having these patients in either an acute or long-term psychiatric bed.

COST Avoided \$18,000 Monthly

The Cost Saved/Avoided was: Estimated

The Cost Saved/Avoided was achieved by: Avoidance of Hospitalization/Nursing Home

LABOR FTEE 5

LABOR Description RNs, Recreational Therapist, and Patient Service Assistant.

MATERIALS/Other costs \$7,000

MATERIALS Description Programs were activated on a unit that had previously housed inpatients.

IMPLEMENTATION Strategy Primary Care teams refer patients to the Genesis Day Program to attend an intensive psychiatric program that prepares them for the community. The IPCC program follows patients into the community and assists families supporting patients in the home.

COMMENTS We believe that interfacing these two programs results in a cost-effective mechanism to satisfy the needs for quality care and improved timeliness/access.

CONTACT Rebecca Greenwood Meyer

TITLE Team Manager

SERVICE Mental Health Service Line

FTS Phone (700) 228-2709

Commercial Phone (205) 554-2000 (2709)

Fax (205) 554-2058

CATEGORY Patient Care Delivery

TOPIC Care Delivery Models/Organization

FACILITY/STATION West Palm Beach, FL (548)

TITLE Community Linkage Team

DESCRIPTION Coordinate continuum of care and all community programs under the umbrella of one interdisciplinary team under Extended Care Service.

IMPLEMENTATION DATE 5/15/95

QUALITY Enhancement Facilitate discharge planning/appropriate length of care. Decrease length of stay; keep veteran in less restrictive environment; enhance appropriate use of community program funds; increase access to care.

LABOR FTEE 12

LABOR Description 4-MSWs, 4-ARNPs, 1-BSW, 2-Clerks, 1-Dietitian

IMPLEMENTATION Strategy Gradual 2 year activation of interdisciplinary teams who work cross programatically within a geographic area. Programs and positions were added and enhanced as workload increased. Now have 3 geographic teams of 1 MSW/1 ARNP with part-time dietitian.

COMMENTS Catchment area encompasses 7 county area with a 250 mile radius. Having an interdisciplinary team in a specific geographic area enhances community access and utilization of resources.

CONTACT Nanette Lavoie-Vaughan, ARNP **TITLE** Clinical Coordinator, Community Linkage Team **SERVICE** Extended Care Service

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Fax (561) 882-6725

CATEGORY Patient Care Delivery

TOPIC Case Management/Critical Pathways

FACILITY/STATION Boise, ID (531)

TITLE Nurse Case Coordinator Program

DESCRIPTION Assign a nurse case coordinator to each of three primary outpatient care teams to work with home health agencies in the coordination of care.

IMPLEMENTATION DATE 7/1/97

QUALITY Enhancement Nurse case managers have enhanced communication between home health agencies, and the VA nurses in the firms can now concentrate on providing care. Physicians appreciate the oversight of treatment plans and input into their development. Home health patients (Medicare and Hospital Based Primary Care) are provided more comprehensive monitoring than was possible previously.

LABOR FTEE 3

LABOR Description RNs - FTEE were shifted from other areas of nursing care.

IMPLEMENTATION Strategy Nurse case managers began immediately to familiarize themselves with programs, resources, the firm to which each was assigned, and the veterans assigned to the firm who receive home health services. They began taking calls from home health agencies almost immediately as well, and are becoming familiar with staff from each.

CONTACT Mike Farruggia, RN

TITLE Associate Chief, Nursing Service

SERVICE Nursing Service

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Fax (208) 422-1223

CATEGORY Patient Care Delivery

TOPIC Patient Care Documentation

FACILITY/STATION Decatur, GA (508)

TITLE Documentation Guides for Routing Home Health Mail to Physicians/Clinics

DESCRIPTION Community Health Nurse Coordinator (CHNC) designed several systems (forms) to streamline the process of routing the home health/hospice mail to physicians/clinics, and to track its return to community agencies.

IMPLEMENTATION DATE 11/1/95

QUALITY Enhancement Saved human resources.

TIME Saved Amount Not Known

LABOR Description Any CHNC staff person could utilize the forms to identify quickly where home health mail is being held (without signature).

MATERIALS/Other costs \$0

MATERIALS Description Minimal paper costs.

IMPLEMENTATION Strategy These forms could be utilized each time home health mail is routed.

COMMENTS Trouble spots or certain clinics/physicians were identified as or those who held home health mail longer without signing them, therefore, new systems were designed.

CONTACT Lucy McKinney Parlor, MPH, RNC, A-CC **TITLE** Community Health Nurse Coordinator **SERVICE** Nursing Service

FTS Phone **Commercial Phone** (404) 321-6111 (7720) **Fax** (404) 728-5029

CATEGORY Patient Care Delivery

TOPIC Patient Care Documentation

FACILITY/STATION Salem, VA (658)

TITLE Continuity of Care Through Documentation

DESCRIPTION Electronic Progress Note documentation through Decentralized Hospital Computer Program (DHCP) results in immediate retrieval of information on whom, what, where, when, and why referral made.

IMPLEMENTATION DATE 10/1/96

QUALITY Enhancement Enhancement of follow-up and coordination of services among care providers and increased patient satisfaction with services.

RESOURCE Management Elimination of duplication of services

LABOR FTEE 2

LABOR Description Two Community Health Nurse Coordinators (CHNC) implemented and coordinate the referral program for the facility and veterans located within Salem's primary service area.

MATERIALS Description Exact dollar amount not known. Intervention provided is less costly than a visit to the emergency room or hospital admission.

IMPLEMENTATION Strategy All referrals made through the CHNC are input into DHCP; addendums are made with each new/continuing episode of care.

COMMENTS This process allows for continuity of the referral process, provides continuity among care providers, and immediate documentation regarding status of referral and payment source. Cost avoided not known. Intervention provided is less costly than a visit to the emergency room or hospital admission.

CONTACT Linda G. Manns, RN, MSN

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

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Fax (540) 224-1936

CATEGORY Patient Care Delivery

TOPIC QI/QA Activities

FACILITY/STATION Kansas City, MO (589)

TITLE QI/QA Monitors - Quarterly

DESCRIPTION Appropriateness of Fee Basis home health care referrals. Specific criteria for skilled nursing needs must be identified/met.

IMPLEMENTATION DATE 10/1/96

QUALITY Enhancement Decreased number of inappropriate Fee Basis referrals. Skilled care provided as appropriate for patients. Decreased cost to medical center for inappropriate Fee Basis.

IMPLEMENTATION Strategy Criteria communicated to all persons involved in making referral; transition RN communicates any inappropriate referrals and suggests other resources available. Example: Fee Basis patients 10/1/96-12/30/96 (65); 7/1/97-9/30/97 (45).

CONTACT Gloria Lounds, RN

TITLE Transition Team

SERVICE Primary Care

FTS Phone (700) 754-2500

Commercial Phone (816) 861-4700 (6066)

Fax (816) 922-2555

CATEGORY Patient Care Delivery

TOPIC QI/QA Activities

FACILITY/STATION Northport, NY (632)

TITLE QA Survey - Community Agencies

DESCRIPTION Post-referral questionnaire to community agencies; six aspects of referral data evaluated/measured completeness and accuracy of home care referrals to insure continuity of patient care.

IMPLEMENTATION DATE 9/1/94

QUALITY Enhancement Improved comprehensive care to patients. Survey results incorporated into development of addendum to Form 10-7108 covering all aspects of home care services.

LABOR FTEE 0

LABOR Description No additional FTEE.

MATERIALS/Other costs \$0

IMPLEMENTATION Strategy Survey mailed to agency after each referral made. Random sample of 5 responses evaluated monthly.

COMMENTS Number of positive responses increasing. Currently 95% - 100%.

CONTACT Vincent Lee, RN/Jean Hester, RN

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

FTS Phone (700) 261-4400

Commercial Phone (516) 261-4400 (2071)

Fax (516) 266-6028

CATEGORY Research

TOPIC Community Health

FACILITY/STATION Connecticut Health Care System (689)

TITLE Tele-Home Care in the Management of Specific Disease States

DESCRIPTION Compare cost outcomes of veterans receiving usual home care and those additionally receiving telemonitoring. Assess through recidivism, resource utilization, costs, functional and cognitive status, quality of life, and satisfaction with care.

IMPLEMENTATION DATE 9/1/97

QUALITY Enhancement Improve quality of life through reduction in hospitalization and need for emergency room visits.

RESOURCE Management Decrease urgent care visits and hospitalizations.

MATERIALS/Other costs \$15,000

IMPLEMENTATION Strategy Home tele-monitoring units (HANC Network) provided to veterans aged 50 or older with documented repeat hospitalizations, high resource use and three or more chronic disease states including Congestive Heart Failure, Diabetes Mellitus and/or Chronic Obstructive Pulmonary Disease.

COMMENTS Randomized pre-test - multiple post test experimental disease; quantitative and qualitative data being collected. Study partially funded by Southern New England Telephone.

CONTACT Donna C. Vogel, MSN, CCM

TITLE Program Director, Continuing Care

SERVICE Nursing Service

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CATEGORY Research

TOPIC Discharge Planning

FACILITY/STATION Bay Pines, FL (516)

TITLE Improving Relocation Process for Veterans to Community Nursing Home (CNH)

DESCRIPTION Descriptive study of veteran's perception of relocation to a nursing home. Resulting in a model for the relocation. Publication pending.

IMPLEMENTATION DATE 10/1/96

QUALITY Enhancement Reduction of readmissions to hospital. Improved discharge outcomes.

IMPLEMENTATION Strategy Open-ended interview of veterans discharged to CNH. Developed model to improve the relocation process.

CONTACT Brenda Jackson, RN

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

FTS Phone

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Fax (813) 398-9487

CATEGORY Research

TOPIC Extended Care

FACILITY/STATION Salt Lake City, UT (660)

TITLE Video Training

DESCRIPTION Video I: To demonstrate issues that arise in placing a family member in an Extended Care Facility (ECF). Video II: To provide guidance with issues after admission to an ECF.

IMPLEMENTATION DATE 2/1/97

QUALITY Enhancement Improve knowledge base and involvement of families and health professionals in nursing home placements.

RESOURCE Management Shift to Cost to Other Payment Source - Grant Funding

IMPLEMENTATION Strategy Co-principal investigator - Research project with family caregivers placing a family member in a nursing home. Developed two videos based on research results. Distributed videos and related brochure nationally to home health agencies, universities, VA Medical Centers.

COMMENTS Received foundation funding for video production through University of Utah School of Nursing and assistance from video production experts.

CONTACT Janice J. Hulbert, RN

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

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Fax (801) 584-1251

CATEGORY Sharing Agreements/Formal/Informal Contracting

TOPIC Community Agencies

FACILITY/STATION Bath, NY (514)

TITLE St. Joseph's Hospital/VA Mobil Van Contract

DESCRIPTION Improving accessibility for health screening and healthcare services to veterans living in rural, geographically isolated areas. The mobil van travels to isolated sites providing services to patients who otherwise might be unable to receive care.

IMPLEMENTATION DATE 10/1/96

QUALITY Enhancement Veterans who previously lacked access to appropriate healthcare screening and services are now able to be helped within or near their own community.

MATERIALS/Other costs \$40,000

MATERIALS Description Contract with St. Joseph's Hospital, Elmira, NY for partial salary of nurse practitioner and program technician who staff the mobil van.

IMPLEMENTATION Strategy Worked with local not-for-profit hospital to establish program. Subsidized community hospital staff to provide services to eligible veterans.

CONTACT Joseph Striano, CSW

TITLE Interim Geriatrics and Extended Care Line Manager

SERVICE Social Work Service

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CATEGORY Sharing Agreements/Formal/Informal Contracting

TOPIC Community Agencies

FACILITY/STATION Durham, NC (558)

TITLE VA Community Hospice Collaborative Care Program

DESCRIPTION Provide consultation to the VA multidisciplinary team, patients, families, and Hospice Consultation Team on care of the terminally ill; staff education/development on the effects of terminal illness on patients and significant others.

IMPLEMENTATION DATE 1/1/97

QUALITY Enhancement Provide staff with information needed to meet the needs of terminally ill patients and their families; to heighten staff sensitivity to the effects of terminal illness.

RESOURCE Management Able to utilize the expertise of a knowledgeable hospice staff person with salary costs.

IMPLEMENTATION Strategy Appointed a hospice nurse for a community agency without compensation (WOC).

COMMENTS Enhances the quality of care for terminally ill patients and heightens staff sensitivity.

CONTACT Jacqueline N. Howell, RN,C, BSN, MPH **TITLE** Community Health Nurse Coordinator **SERVICE** Nursing Service
and Doreen Shaner, RN, BSN

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Fax (919) 286-6825

CATEGORY Sharing Agreements/Formal/Informal Contracting

TOPIC Community Agencies

FACILITY/STATION Kansas City, MO (589)

TITLE Community Nursing Agency Contract

DESCRIPTION Consistent skilled care at firm, fixed rates; quality skilled care provided by qualified community agency with appropriate licenses and certifications.

IMPLEMENTATION DATE 10/1/96

QUALITY Enhancement Set expectations agency met. Better communications, more interactions with persons providing care in the community.

IMPLEMENTATION Strategy Regulations and specific requirements communicated in federal publications; agencies applied; each graded on specific criteria as requested by VA; each criteria assigned points. Agency meeting criteria with the highest number of points was selected.

CONTACT Gloria Lounds, RN

TITLE Transition Team

SERVICE Nursing Service

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Fax (816) 922-3314

CATEGORY Sharing Agreements/Formal/Informal Contracting

TOPIC Community Agencies

FACILITY/STATION Louisville, KY (603)

TITLE Informal Contracting

DESCRIPTION Informal contracting/agreements are made with home care agencies and home care pharmacies for all levels of home care and pharmaceuticals.

IMPLEMENTATION DATE 10/1/88

QUALITY Enhancement Fiscal and quality control are effected on a case basis. Service can be interrupted immediately for quality concerns without the complicated processes.

IMPLEMENTATION Strategy The Community Health Nurse Coordinator (CHNC) is responsible for keeping community health staff educated.

CONTACT Kevin Wintergerst, RN

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

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Fax (502) 894-6847

CATEGORY Sharing Agreements/Formal/Informal Contracting

TOPIC Community Agencies

FACILITY/STATION Marion, IL (609)

TITLE Memorandum of Understanding/Cost Letters

DESCRIPTION The Community Health Nurse Coordinator (CHNC) office and the Homemaker/Home Health Aide (HM/HHA) Program have established simple documents to clarify cost of services with various agencies.

IMPLEMENTATION DATE 10/1/94

RESOURCE Management We have been able to lock in relatively low cost/visits without elaborate contracts.

COST Saved \$100,000 Annually

The Cost Saved/Avoided was: Estimated

LABOR FTEE 0

LABOR Description With existing staff.

IMPLEMENTATION Strategy The Community Health Nurse Coordinator (CHNC) and Coordinator for H/HHA Program negotiate with appropriate staff in the agencies we deal with. Memorandums of understanding or letters are prepared which specify cost/visit agency will charge.

CONTACT Vennie Anderson, RN, MS, ED **TITLE** Community Health Nurse Coordinator **SERVICE** Nursing Service

FTS Phone **Commercial Phone** (618) 997-5311 (4295) **Fax** (618) 993-4194

CATEGORY Sharing Agreements/Formal/Informal Contracting

TOPIC Community Agencies

FACILITY/STATION Portland, OR (648)

TITLE Home Infusion Program

DESCRIPTION We established a contract with an infusion company to provide infusion services to veterans. Purpose was to move patients to a lower level of care through an appropriate use of in-home services.

IMPLEMENTATION DATE 6/1/96

QUALITY Enhancement We were able to discharge patients to a more appropriate and lower level of care; and at the same time decrease bed days of care. Patient satisfaction is high since patients are able to go home rather than stay in the hospital.

LABOR FTEE 1

LABOR Description One part time nursing case manager.

IMPLEMENTATION Strategy We developed a proposal that was sent out for bids. A contract was awarded, and we have developed a very positive relationship with the agency.

COMMENTS Our hospital has been striving to move some aspects of care to the outpatient area. We elected to establish a contract with an agency that provides the education, supplies, drug and nursing visits.

CONTACT Mary Jo Mead, RN, MS, MPA

TITLE Community Health Coordinator

SERVICE Home Health

FTS Phone (503) 273-5200

Commercial Phone (503) 273-5200

Fax (360) 905-1742

CATEGORY Sharing Agreements/Formal/Informal Contracting

TOPIC Community Agencies

FACILITY/STATION Tampa, FL (673)

TITLE Informal Working Agreement With Home Health Agency

DESCRIPTION Home health agency with multiple offices throughout catchment area provides a liaison nurse who acts as case manager and communication link for VA patients.

IMPLEMENTATION DATE 1/1/96

QUALITY Enhancement The liaison learns the operations/policies of the VA system and is able to field calls and coordinate care from various offices. Problems resolved in a more timely and effective manner which results in improved quality of care.

RESOURCE Management Because we work primarily with one agency, frequency and duration of visits can be more easily monitored resulting in cost savings to payor source.

IMPLEMENTATION Strategy RN liaison assigned to VA, oriented and given Without Compensation appointment. This allows her certain computer access on home health patients. A weekly meeting is held at which all home health current patients are reviewed and physician signs necessary paperwork. Reports come to VA from agency.

COMMENTS Our strategies for implementation are still evolving, but so far the results have been positive for both patients and staff.

CONTACT Pauline M. Loewenhardt, MSN, RN, CNA **TITLE** Community Health Nurse **SERVICE** Nursing Service

FTS Phone (700) 822-7612 **Commercial Phone** (813) 972-7612 (DIRECT) **Fax** (813) 979-3601 (7612)

CATEGORY Sharing Agreements/Formal/Informal Contracting

TOPIC Community Agencies

FACILITY/STATION Western New York Health Care System (528)

TITLE Home Infusion Therapy Contract

DESCRIPTION To allow for a means of discharging clients home on home infusion therapy. VA generally covers IV vendor charges and Medicare covers skilled care required.

IMPLEMENTATION DATE 3/1/96

QUALITY Enhancement JCAHO accredited home infusion vendor is now involved with all home infusion therapy clients.

RESOURCE Management This allowed for avoidance of hospital days of care and shifted cost to other payment source.

MATERIALS Description Per diem charge based on specific patient order.

IMPLEMENTATION Strategy Contract for home infusion vendor services developed and formalized. Home infusion therapy policy developed. Clients referred from inpatient units for home infusion program.

CONTACT Doreen Albee, RN

TITLE Continuity Director

SERVICE Nursing Service

FTS Phone (700) 432-3606

Commercial Phone (716) 862-3606

Fax (716) 862-4777

CATEGORY Sharing Agreements/Formal/Informal Contracting

TOPIC Patient Lodging

FACILITY/STATION Albuquerque, NM (501)

TITLE Accommodation Program

DESCRIPTION To provide veterans with a place to stay in Albuquerque while under care at the VA Medical Center.

IMPLEMENTATION DATE 1/1/95

QUALITY Enhancement Improved patient satisfaction, families able to stay with patient.

RESOURCE Management Decreased unnecessary hospital bed days of stay.

COST Avoided \$816,600 in FY 1997

LABOR FTEE 1

LABOR Description Community Health Nurse Coordinator (CHNC) administers program with the addition of one FTEE clerk.

MATERIALS Description Office, desk, computer, phone, paper supplies.

IMPLEMENTATION Strategy Educated medical staff and veterans to availability of program. Started with one service and added additional services until all could access program.

COMMENTS One night of stay at a motel is approximately \$45 vs over \$1000 for a night in an acute care bed. In fiscal year 1997 the Accommodation Program provided veterans with 13,610 nights in motels.

CONTACT Barbara Jaramillo, R

TITLE Community Health Nurse Coordinator

SERVICE Nursing Service

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FACILITY	STATION	Established Protocols														
		Adult Day Health Care (ADHC) Referrals	Home Based Primary Care (HBPC) Referrals	Home Health Referrals (Fee Basis)	Home Health Referrals (Medicare/Medicaid Program)	Home Health Referrals (Other Payor Source)	Home IV Therapy Program Referrals	Home Oxygen Referrals (VA, Other)	Home Ventilator Referrals	Hospice Home Referrals	Nursing Follow-up of Veterans in Contract Nursing Home Program	Nursing Participation in Contract Nursing Home Survey Process	Other Community-Based Health Services Referrals	Residential/Domiciliary Care Referrals	Spinal Cord Injury (Bowel and Bladder Care)	VA Homemaker/Home Health Aide Program Referrals
Bedford, MA	518	X		X	X	X				X	X	X	X	X		X
Boston, MA	523	X	X	X	X	X		X	X	X	X	X	X	X		X
Brockton/West Roxbury, MA	525	X		X	X	X	X	X	X	X	X		X	X	X	X
Connecticut Health Care System	689							X			X					
Manchester, NH	608															
Providence, RI	650	X	X	X	X			X		X	X	X		X	X	X
Togus, ME	402															
VISN 1 - Total		4	2	4	4	3	1	4	2	4	5	3	3	4	2	4
Albany, NY	500	X	X	X	X	X	X	X		X	X		X		X	X
Bath, NY	514		X					X			X	X	X	X		X
Canandaigua, NY	532			X	X	X		X			X	X		X		X
Syracuse, NY	670	X	X	X	X	X	X	X		X	X	X	X	X	X	X
Western New York Health Care System	528	X	X	X	X	X	X	X		X	X	X				X
VISN 2 - Total		3	4	4	4	4	3	5		3	5	4	3	3	2	5
Bronx, NY	526		X	X	X	X		X	X	X	X	X	X		X	X
Brooklyn, NY	527	X	X		X	X		X		X	X	X	X	X		X
Hudson Valley Health Care System	620	X	X	X	X			X		X	X	X	X	X	X	X
New Jersey Health Care System	561	X	X	X	X	X		X		X	X	X	X	X	X	X
New York, NY	630	X	X	X	X	X	X	X	X	X	X	X				X
Northport, NY	632	X	X				X	X			X	X		X		X
VISN 3 - Total		5	6	4	5	4	2	6	2	5	6	6	4	4	3	6

FACILITY	STATION	Established Protocols														
		Adult Day Health Care (ADHC) Referrals	Home Based Primary Care (HBPC) Referrals	Home Health Referrals (Fee Basis)	Home Health Referrals (Medicare/Medicaid Program)	Home Health Referrals (Other Payor Source)	Home IV Therapy Program Referrals	Home Oxygen Referrals (VA, Other)	Home Ventilator Referrals	Hospice Home Referrals	Nursing Follow-up of Veterans in Contract Nursing Home Program	Nursing Participation in Contract Nursing Home Survey Process	Other Community-Based Health Services Referrals	Residential/Domiciliary Care Referrals	Spinal Cord Injury (Bowel and Bladder Care)	VA Homemaker/Home Health Aide Program Referrals
Altoona, PA	503															
Butler, PA	529	X	X	X	X	X				X	X	X				X
Coatesville, PA	542	X									X			X		X
Lebanon, PA	595			X	X	X	X			X	X	X			X	
Philadelphia, PA	642				X	X	X				X	X				X
Pittsburgh Health Care System	646	X	X	X	X	X	X	X		X	X	X	X	X	X	X
Wilkes Barre, PA	693							X								
Wilmington, DE	460			X	X	X						X	X	X	X	
VISN 4 - Total		3	2	4	5	5	3	2		3	5	5	2	3	3	4
Martinsburg, WV	613															
Maryland Health Care System	512	X	X	X	X	X	X	X		X	X	X		X		X
Washington, DC	688	X	X				X				X	X		X	X	X
VISN 5 - Total		2	2	1	1	1	2	1		1	2	2		2	1	2
Asheville, NC	637	X	X	X	X	X		X		X	X	X		X	X	X
Beckley, WV	517							X								
Durham, NC	558			X	X	X				X		X				
Fayetteville, NC	565	X		X	X		X			X	X	X		X	X	X
Hampton, VA	590			X	X	X	X	X	X	X	X			X	X	X
Richmond, VA	652			X	X	X	X			X	X	X		X	X	
Salem, VA	658	X		X	X	X		X		X	X	X		X	X	X
Salisbury, NC	659	X		X	X	X		X			X	X		X		X
VISN 6 - Total		4	1	7	7	6	3	5	1	6	6	6		6	5	5

FACILITY	STATION	Established Protocols														
		Adult Day Health Care (ADHC) Referrals	Home Based Primary Care (HBPC) Referrals	Home Health Referrals (Fee Basis)	Home Health Referrals (Medicare/Medicaid Program)	Home Health Referrals (Other Payor Source)	Home IV Therapy Program Referrals	Home Oxygen Referrals (VA, Other)	Home Ventilator Referrals	Hospice Home Referrals	Nursing Follow-up of Veterans in Contract Nursing Home Program	Nursing Participation in Contract Nursing Home Survey Process	Other Community-Based Health Services Referrals	Residential/Domiciliary Care Referrals	Spinal Cord Injury (Bowel and Bladder Care)	VA Homemaker/Home Health Aide Program Referrals
Augusta, GA	509			X	X	X	X			X	X	X			X	X
Central Alabama Veterans Health Care System	619			X	X	X		X		X	X	X	X	X	X	X
Charleston, SC	534	X	X	X								X				X
Columbia, SC	544	X		X	X	X	X	X	X	X	X	X	X	X	X	X
Decatur, GA	508	X		X	X	X				X	X	X		X		X
Dublin, GA	557															
Tuscaloosa, AL	679							X			X		X			X
VISN 7 - Total		3	1	5	4	4	2	3	1	4	5	5	3	3	3	6
Bay Pines, FL	516		X	X	X	X		X	X							X
Gainesville, FL	573		X	X	X	X				X	X					
Lake City, FL	594		X	X	X	X		X		X	X	X				X
Miami, FL	546	X	X	X	X	X	X	X	X	X						X
San Juan, PR	672		X	X	X	X		X	X	X	X	X		X	X	X
Tampa, FL	673		X	X	X		X			X	X	X			X	X
West Palm Beach, FL	548	X	X	X	X	X	X	X			X	X	X			X
VISN 8 - Total		2	7	7	7	6	3	5	3	5	5	4	1	1	2	6
Huntington, WV	581															
Lexington, KY	596			X	X	X		X		X						
Louisville, KY	603			X			X		X		X					X
Memphis, TN	614	X	X	X	X	X	X	X	X	X	X	X	X		X	X
Mountain Home, TN	621	X		X	X	X		X	X	X	X	X	X	X	X	
Murfreesboro, TN	622			X	X	X				X	X	X	X	X		X
Nashville, TN	626															
VISN 9 - Total		2	1	5	4	4	2	3	3	4	4	3	3	2	2	3

FACILITY	STATION	Established Protocols														
		Adult Day Health Care (ADHC) Referrals	Home Based Primary Care (HBPC) Referrals	Home Health Referrals (Fee Basis)	Home Health Referrals (Medicare/Medicaid Program)	Home Health Referrals (Other Payor Source)	Home IV Therapy Program Referrals	Home Oxygen Referrals (VA, Other)	Home Ventilator Referrals	Hospice Home Referrals	Nursing Follow-up of Veterans in Contract Nursing Home Program	Nursing Participation in Contract Nursing Home Survey Process	Other Community-Based Health Services Referrals	Residential/Domiciliary Care Referrals	Spinal Cord Injury (Bowel and Bladder Care)	VA Homemaker/Home Health Aide Program Referrals
Chillicothe, OH	538			X	X	X	X			X	X		X	X		X
Cleveland, OH	541	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Columbus, OH /OC/	757			X	X	X		X		X						
Dayton, OH	552	X	X		X	X	X	X			X	X	X	X		X
VISN 10 - Total		2	2	3	4	4	3	3	1	3	3	2	3	3	1	3
Ann Arbor, MI	506															
Battle Creek, MI	515															
Danville, IL	550	X	X	X	X	X	X	X			X	X	X	X		X
Detroit, MI	553	X	X	X	X	X					X	X				X
Indianapolis, IN	583	X	X	X	X	X	X			X	X					X
Northern Indiana Health Care System	610															
Saginaw, MI	655			X	X	X	X			X	X					X
VISN 11 - Total		3	3	4	4	4	3	1		2	4	2	1	1		4
Chicago Health Care System	535		X	X				X		X	X	X				X
Hines, IL	578	X	X	X	X			X		X	X	X		X	X	
Iron Mountain, MI	585			X	X	X	X	X		X	X	X		X		X
Madison, WI	607				X	X		X		X						X
North Chicago, IL	556	X	X					X			X	X				X
Tomah, WI	676			X	X	X		X		X	X	X	X	X		X
VISN 12 - Total		2	3	4	4	3	1	6		5	5	5	1	3	1	5

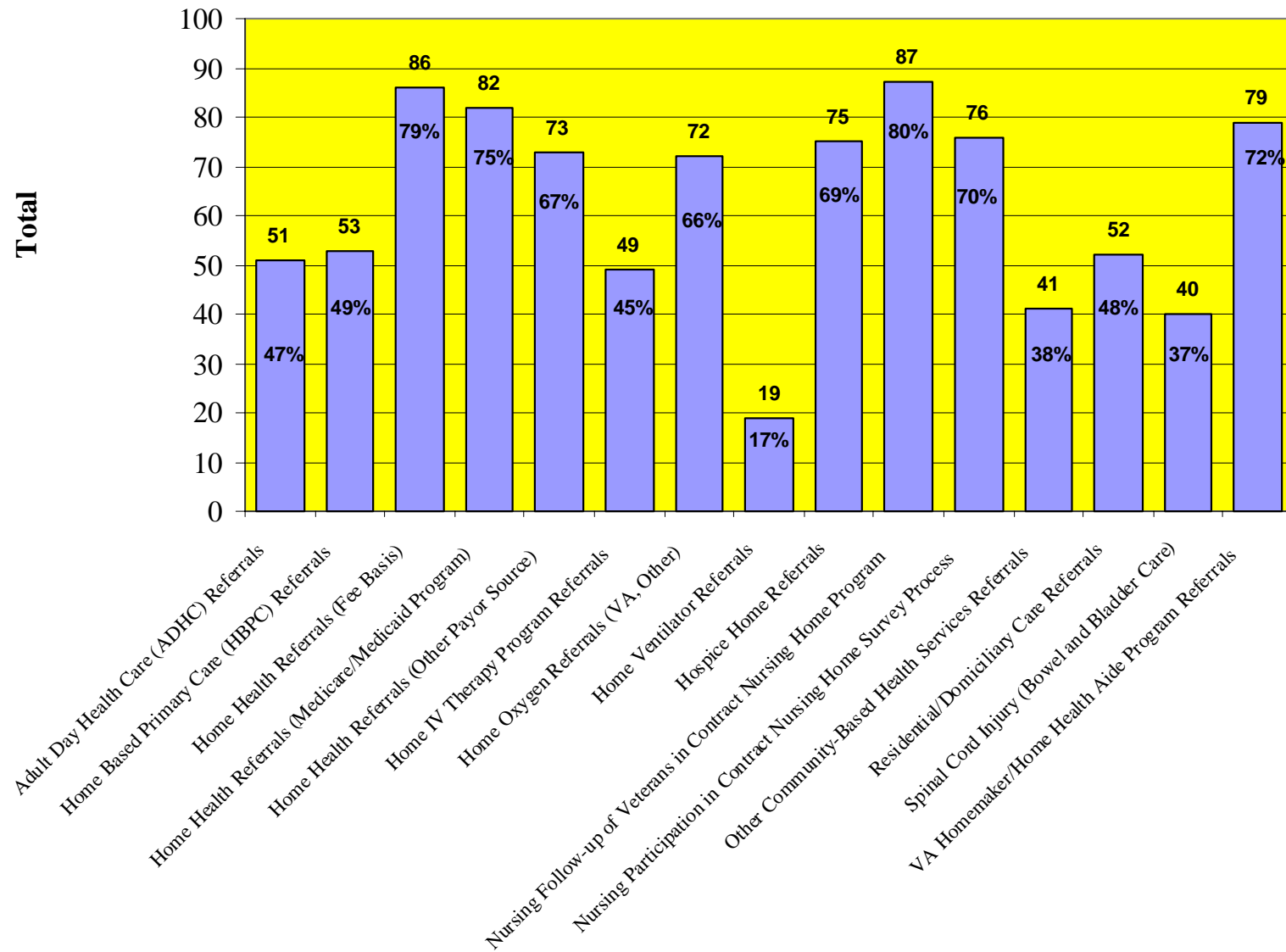
FACILITY	STATION	Established Protocols														
		Adult Day Health Care (ADHC) Referrals	Home Based Primary Care (HBPC) Referrals	Home Health Referrals (Fee Basis)	Home Health Referrals (Medicare/Medicaid Program)	Home Health Referrals (Other Payor Source)	Home IV Therapy Program Referrals	Home Oxygen Referrals (VA, Other)	Home Ventilator Referrals	Hospice Home Referrals	Nursing Follow-up of Veterans in Contract Nursing Home Program	Nursing Participation in Contract Nursing Home Survey Process	Other Community-Based Health Services Referrals	Residential/Domiciliary Care Referrals	Spinal Cord Injury (Bowel and Bladder Care)	VA Homemaker/Home Health Aide Program Referrals
Black Hills Health Care System	568															
Fargo, ND	437															
Minneapolis, MN	618	X	X	X	X	X	X			X	X	X	X			X
Sioux Falls, SD	438															
St. Cloud, MN	656															
VISN 13 - Total		1	1	1	1	1	1			1	1	1	1			1
Greater Nebraska Health Care System	597						X	X								
Central Iowa Health Care System	555	X	X	X					X	X	X	X				X
Omaha, NE	636															
VISN 14 - Total		1	1	1			1	1	1	1	1	1				1
Columbia, MO	543			X	X	X	X			X	X	X				X
Kansas City, MO	589			X	X	X	X	X		X	X	X			X	X
Leavenworth, KS	686			X	X		X	X		X				X		
Marion, IL	609			X	X			X		X	X	X				X
Poplar Bluff, MO	647	X		X	X	X		X		X						X
St. Louis, MO	657	X	X				X	X		X	X	X		X		X
Topeka, KS	677	X		X	X	X	X	X		X	X		X		X	X
Wichita, KS	452															
VISN 15 - Total		3	1	6	6	4	5	6		7	5	4	1	2	2	6

FACILITY	STATION	Established Protocols														
		Adult Day Health Care (ADHC) Referrals	Home Based Primary Care (HBPC) Referrals	Home Health Referrals (Fee Basis)	Home Health Referrals (Medicare/Medicaid Program)	Home Health Referrals (Other Payor Source)	Home IV Therapy Program Referrals	Home Oxygen Referrals (VA, Other)	Home Ventilator Referrals	Hospice Home Referrals	Nursing Follow-up of Veterans in Contract Nursing Home Program	Nursing Participation in Contract Nursing Home Survey Process	Other Community-Based Health Services Referrals	Residential/Domiciliary Care Referrals	Spinal Cord Injury (Bowel and Bladder Care)	VA Homemaker/Home Health Aide Program Referrals
Alexandria, LA	502	X		X	X	X					X	X				
Biloxi, MS	520										X	X				
Fayetteville, AR	564			X	X	X		X		X	X	X	X			
Jackson, MS	586			X				X		X	X	X		X		X
Little Rock, AR	598	X	X	X	X	X	X	X		X			X		X	X
Muskogee, OK	623	X		X	X	X		X		X			X	X		
New Orleans, LA	629	X	X				X				X	X		X		
Oklahoma City, OK	635	X	X	X	X	X	X	X	X	X	X	X	X		X	X
Shreveport, LA	667															
VISN 16 - Total		5	3	6	5	5	3	5	1	5	6	6	4	3	2	3
Central Texas Health Care System	674	X		X	X	X		X			X	X		X	X	X
North Texas Health Care System	549		X	X	X		X	X			X	X		X	X	
South Texas Veterans Health Care System	671		X	X	X	X	X				X				X	
VISN 17 - Total		1	2	3	3	2	2	2			3	2		2	3	1
Albuquerque, NM	501															
Big Spring, TX	519															
El Paso, TX/OC/	756															
Phoenix, AZ	644															
Prescott, AZ	649			X	X	X		X		X	X	X				
Tucson, AZ	678	X		X							X					X
VISN 18 - Total		1		2	1	1		1		1	2	1				1

FACILITY	STATION	Established Protocols														
		Adult Day Health Care (ADHC) Referrals	Home Based Primary Care (HBPC) Referrals	Home Health Referrals (Fee Basis)	Home Health Referrals (Medicare/Medicaid Program)	Home Health Referrals (Other Payor Source)	Home IV Therapy Program Referrals	Home Oxygen Referrals (VA, Other)	Home Ventilator Referrals	Hospice Home Referrals	Nursing Follow-up of Veterans in Contract Nursing Home Program	Nursing Participation in Contract Nursing Home Survey Process	Other Community-Based Health Services Referrals	Residential/Domiciliary Care Referrals	Spinal Cord Injury (Bowel and Bladder Care)	VA Homemaker/Home Health Aide Program Referrals
Cheyenne, WY	442			X	X			X		X	X	X	X	X	X	X
Denver, CO	554			X	X	X	X			X						X
Fort Harrison, MT	436							X				X				
Fort Lyon, CO	567							X			X	X	X			
Salt Lake City, UT	660		X	X	X	X	X			X	X	X				X
Sheridan, WY	666															
VISN 19 - Total			1	3	3	2	2	3		3	3	4	2	2	1	3
Anchorage, AK	463															
Boise, ID	531		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Portland, OR	648		X	X	X	X	X			X		X				
Roseburg, OR	653			X	X	X		X		X	X	X	X	X	X	X
Spokane, WA	668	X		X	X	X	X	X		X		X	X	X		X
White City, OR/Ind Dom/	692									X	X		X	X	X	X
VISN 20 - Total		1	2	4	4	4	3	3	1	5	3	4	4	4	3	4
Fresno, CA	570		X	X	X	X				X	X		X			X
Honolulu, HI	459		X					X		X						
Northern California Health Care System	612	X	X											X		X
Palo Alto Health Care System	640	X		X	X	X	X	X	X	X	X	X	X		X	X
Reno, NV	654		X													
San Francisco, CA	662		X	X		X					X	X				
VISN 21 - Total		2	5	3	2	3	1	2	1	3	3	2	2	1	1	3

FACILITY	STATION	Established Protocols														
		Adult Day Health Care (ADHC) Referrals	Home Based Primary Care (HBPC) Referrals	Home Health Referrals (Fee Basis)	Home Health Referrals (Medicare/Medicaid Program)	Home Health Referrals (Other Payor Source)	Home IV Therapy Program Referrals	Home Oxygen Referrals (VA, Other)	Home Ventilator Referrals	Hospice Home Referrals	Nursing Follow-up of Veterans in Contract Nursing Home Program	Nursing Participation in Contract Nursing Home Survey Process	Other Community-Based Health Services Referrals	Residential/Domiciliary Care Referrals	Spinal Cord Injury (Bowel and Bladder Care)	VA Homemaker/Home Health Aide Program Referrals
Las Vegas, NV	593															
Loma Linda, CA	605		X	X	X	X	X	X		X	X	X				X
Long Beach, CA	600		X	X	X	X	X	X	X	X	X	X		X	X	
San Diego, CA	664			X				X			X	X	X		X	X
Southern California System of Clinics	665			X	X	X	X	X	X	X	X	X	X	X	X	X
West Los Angeles, CA	691	X	X	X	X			X		X	X		X	X		
VISN 22 - Total		1	3	5	4	3	3	5	2	4	5	4	3	3	3	3
National Percent (of responses)		47%	49%	79%	75%	67%	45%	66%	17%	69%	80%	70%	38%	48%	37%	72%
National Total (of responses)		51	53	86	82	73	49	72	19	75	87	76	41	52	40	79

National N=109
Established Protocols



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FACILITY	Community Health Services Provided										
	STATION	Clinical Case Management (Inpatient)	Clinical Case Management (Outpatient)	Community Agency Liaison	Follow-up Visits to Contract Nursing Homes	Home Health Referrals	Hospice Referrals	Inpatient Discharge Planning	Inspection of Contract Nursing Homes	On-site Nursing Home Discharge Planning	Other
Bedford, MA	518	X	X	X	X	X	X	X	X	X	X
Boston, MA	523			X	X	X	X	X	X	X	
Brockton/West Roxbury, MA	525		X	X	X	X	X				
Connecticut Health Care System	689	X	X	X	X	X	X	X	X	X	
Manchester, NH	608			X	X	X	X	X	X	X	
Providence, RI	650	X	X	X	X	X	X	X	X	X	
Togus, ME	402	X	X	X	X	X	X	X	X	X	
VISN 1 - Total		4	5	7	7	7	7	6	6	6	1
Albany, NY	500			X	X	X	X		X		
Bath, NY	514			X	X	X	X	X	X	X	X
Canandaigua, NY	532	X	X	X	X	X	X	X	X	X	X
Syracuse, NY	670	X	X	X	X	X	X	X	X	X	X
Western New York Health Care System	528	X		X	X	X	X	X	X	X	
VISN 2 - Total		3	2	5	5	5	5	4	5	4	3
Bronx, NY	526	X	X	X	X	X	X	X	X	X	
Brooklyn, NY	527			X	X	X	X	X	X	X	
Hudson Valley Health Care System	620			X	X	X			X	X	
New Jersey Health Care System	561	X	X	X	X	X	X	X	X	X	X
New York, NY	630	X	X	X	X	X	X	X	X		
Northport, NY	632	X		X	X	X	X	X	X		X
VISN 3 - Total		4	3	6	6	6	5	5	6	4	2

FACILITY	Community Health Services Provided										
	STATION	Clinical Case Management (Inpatient)	Clinical Case Management (Outpatient)	Community Agency Liaison	Follow-up Visits to Contract Nursing Homes	Home Health Referrals	Hospice Referrals	Inpatient Discharge Planning	Inspection of Contract Nursing Homes	On-site Nursing Home Discharge Planning	Other
Altoona, PA	503	X	X	X	X	X	X	X	X		
Butler, PA	529		X	X	X	X	X	X	X	X	
Coatesville, PA	542		X	X	X	X	X	X	X	X	
Lebanon, PA	595	X	X	X	X	X	X	X	X	X	X
Philadelphia, PA	642			X	X	X	X	X	X	X	
Pittsburgh Health Care System	646	X	X	X	X	X	X	X	X	X	X
Wilkes Barre, PA	693	X	X	X	X	X	X	X	X	X	
Wilmington, DE	460			X	X	X	X	X	X	X	X
VISN 4 - Total		4	6	8	8	8	8	8	8	7	3
Martinsburg, WV	613		X	X	X	X	X	X	X		X
Maryland Health Care System	512	X	X	X	X	X	X	X	X	X	
Washington, DC	688	X	X	X	X	X	X	X	X	X	X
VISN 5 - Total		2	3	3	3	3	3	3	3	2	2
Asheville, NC	637	X	X	X	X	X	X		X		
Beckley, WV	517	X	X	X	X	X	X	X	X	X	
Durham, NC	558		X	X	X				X		
Fayetteville, NC	565	X	X	X	X	X	X	X	X	X	
Hampton, VA	590	X	X	X	X	X	X	X	X	X	
Richmond, VA	652		X	X	X	X	X		X		X
Salem, VA	658	X	X	X	X	X	X	X	X	X	
Salisbury, NC	659		X	X	X	X	X	X	X	X	X
VISN 6 - Total		5	8	8	8	7	7	5	8	5	2

FACILITY	Community Health Services Provided										
	STATION	Clinical Case Management (Inpatient)	Clinical Case Management (Outpatient)	Community Agency Liaison	Follow-up Visits to Contract Nursing Homes	Home Health Referrals	Hospice Referrals	Inpatient Discharge Planning	Inspection of Contract Nursing Homes	On-site Nursing Home Discharge Planning	Other
Augusta, GA	509		X	X	X	X	X	X	X		
Central Alabama Veterans Health Care System	619	X	X	X	X	X	X	X	X	X	X
Charleston, SC	534			X	X	X	X	X	X	X	
Columbia, SC	544	X	X	X	X	X	X	X	X	X	
Decatur, GA	508	X	X	X	X	X	X	X	X	X	X
Dublin, GA	557			X	X	X	X	X	X		
Tuscaloosa, AL	679				X	X			X		
VISN 7 - Total		3	4	6	7	7	6	6	7	4	2
Bay Pines, FL	516	X	X	X	X	X	X	X	X	X	X
Gainesville, FL	573	X	X	X	X	X	X	X	X	X	X
Lake City, FL	594	X	X	X	X	X	X	X	X		
Miami, FL	546	X		X	X	X	X	X	X	X	
San Juan, PR	672	X	X	X	X			X	X		
Tampa, FL	673	X	X	X	X	X	X	X	X	X	
West Palm Beach, FL	548	X	X	X	X	X	X	X	X		
VISN 8 - Total		7	6	7	7	6	6	7	7	4	2
Huntington, WV	581			X	X	X	X		X		X
Lexington, KY	596	X	X	X	X	X		X	X	X	
Louisville, KY	603			X	X	X	X	X	X	X	X
Memphis, TN	614		X		X	X	X		X		
Mountain Home, TN	621	X	X	X	X	X	X	X	X	X	X
Murfreesboro, TN	622	X		X	X	X	X	X	X	X	X
Nashville, TN	626	X	X	X	X	X	X	X	X	X	
VISN 9 - Total		4	4	6	7	7	6	5	7	5	4

FACILITY	Community Health Services Provided										
	STATION	Clinical Case Management (Inpatient)	Clinical Case Management (Outpatient)	Community Agency Liaison	Follow-up Visits to Contract Nursing Homes	Home Health Referrals	Hospice Referrals	Inpatient Discharge Planning	Inspection of Contract Nursing Homes	On-site Nursing Home Discharge Planning	Other
Chillicothe, OH	538			X	X	X	X	X	X	X	
Cleveland, OH	541			X	X	X	X	X	X		
Columbus, OH/OC/	757	X	X	X	X	X	X	X	X	X	
Dayton, OH	552	X	X	X	X	X	X	X	X	X	
VISN 10 - Total		2	2	4	4	4	4	4	4	3	
Ann Arbor, MI	506			X	X	X	X	X	X		
Battle Creek, MI	515			X	X	X	X	X	X	X	X
Danville, IL	550			X	X	X	X	X	X		
Detroit, MI	553			X	X	X	X	X	X	X	
Indianapolis, IN	583	X	X	X	X	X	X	X	X	X	
Northern Indiana Health Care System	610	X	X	X	X	X	X	X	X	X	
Saginaw, MI	655	X	X	X	X	X	X	X	X	X	
VISN 11 - Total		3	3	7	7	7	7	7	7	5	1
Chicago Health Care System	535	X	X	X	X	X	X	X	X	X	
Hines, IL	578		X		X	X	X	X	X	X	
Iron Mountain, MI	585		X								
Madison, WI	607	X	X	X	X	X	X	X	X	X	X
North Chicago, IL	556	X	X	X	X	X	X	X	X	X	
Tomah, WI	676	X	X	X	X	X	X	X	X	X	X
VISN 12 - Total		4	6	4	5	5	5	5	5	5	2

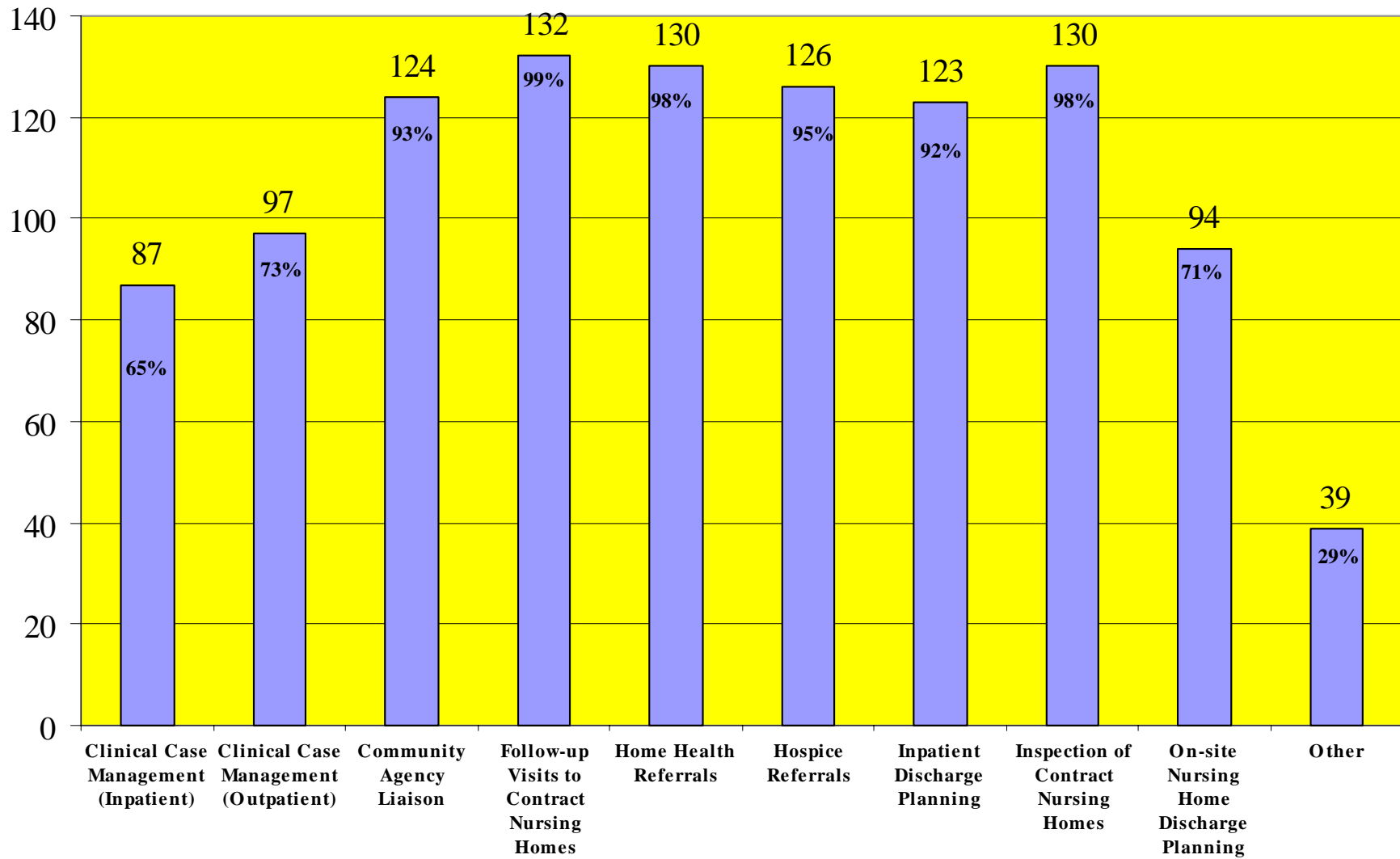
FACILITY	Community Health Services Provided										
	STATION	Clinical Case Management (Inpatient)	Clinical Case Management (Outpatient)	Community Agency Liaison	Follow-up Visits to Contract Nursing Homes	Home Health Referrals	Hospice Referrals	Inpatient Discharge Planning	Inspection of Contract Nursing Homes	On-site Nursing Home Discharge Planning	Other
Black Hills Health Care System	568	X	X	X	X	X	X	X	X		
Fargo, ND	437	X	X	X	X	X	X	X	X	X	
Minneapolis, MN	618	X	X	X	X	X	X	X	X	X	X
Sioux Falls, SD	438	X		X	X	X	X	X	X	X	X
St. Cloud, MN	656	X	X	X	X	X	X	X	X	X	
VISN 13 - Total		5	4	5	5	5	5	5	5	4	2
Central Iowa Health Care System	555	X	X	X	X	X	X	X	X		X
Greater Nebraska Health Care System	597	X	X	X	X	X	X	X	X	X	
Omaha, NE	636	X	X	X	X	X	X	X	X	X	X
VISN 14 - Total		3	3	3	3	3	3	3	3	2	2
Columbia, MO	543	X	X	X	X	X	X	X	X		
Kansas City, MO	589	X	X	X	X	X	X	X	X		
Leavenworth, KS	686	X	X	X	X	X	X	X	X	X	
Marion, IL	609	X	X	X	X	X	X	X	X	X	X
Poplar Bluff, MO	647		X		X	X		X	X	X	
St. Louis, MO	657		X	X	X	X	X	X	X		
Topeka, KS	677	X	X	X	X	X	X	X	X	X	X
Wichita, KS	452	X	X		X	X	X	X	X		X
VISN 15 - Total		6	8	6	8	8	7	8	8	4	3

FACILITY	Community Health Services Provided										
	STATION	Clinical Case Management (Inpatient)	Clinical Case Management (Outpatient)	Community Agency Liaison	Follow-up Visits to Contract Nursing Homes	Home Health Referrals	Hospice Referrals	Inpatient Discharge Planning	Inspection of Contract Nursing Homes	On-site Nursing Home Discharge Planning	Other
Alexandria, LA	502	X	X	X	X	X	X	X	X	X	
Biloxi, MS	520	X	X	X	X	X	X	X	X	X	
Fayetteville, AR	564	X	X	X	X	X	X	X	X		
Jackson, MS	586	X	X	X	X	X	X	X	X		
Little Rock, AR	598	X	X	X	X	X	X	X	X	X	
Muskogee, OK	623				X	X	X	X	X		
New Orleans, LA	629	X	X	X	X	X	X	X	X	X	
Oklahoma City, OK	635	X	X	X	X	X	X	X	X	X	
Shreveport, LA	667	X	X	X	X	X	X	X	X	X	
VISN 16 - Total		8	8	8	9	9	9	9	9	6	
Central Texas Health Care System	674	X	X	X	X	X	X	X	X		
North Texas Health Care System	549	X	X	X	X	X	X	X	X	X	
South Texas Veterans Health Care System	671	X	X	X	X	X	X	X	X	X	
VISN 17 - Total		3	3	3	3	3	3	3	3	2	
Albuquerque, NM	501			X	X	X	X	X	X		
Big Spring, TX	519	X	X	X	X	X	X	X	X	X	X
El Paso, TX /OC/	756			X	X	X	X	X	X	X	X
Phoenix, AZ	644	X	X	X	X	X	X	X	X	X	
Prescott, AZ	649	X	X	X	X	X	X	X	X	X	X
Tucson, AZ	678			X	X	X	X	X	X	X	X
VISN 18 - Total		3	3	6	6	6	6	6	6	5	4

FACILITY	Community Health Services Provided										
	STATION	Clinical Case Management (Inpatient)	Clinical Case Management (Outpatient)	Community Agency Liaison	Follow-up Visits to Contract Nursing Homes	Home Health Referrals	Hospice Referrals	Inpatient Discharge Planning	Inspection of Contract Nursing Homes	On-site Nursing Home Discharge Planning	Other
Cheyenne, WY	442			X	X	X	X	X	X	X	
Denver, CO	554			X	X	X	X	X			
Fort Harrison, MT	436				X	X	X	X	X	X	
Fort Lyon, CO	567	X	X	X	X	X	X	X	X	X	
Salt Lake City, UT	660			X	X	X	X	X	X		
Sheridan, WY	666	X	X	X	X	X	X	X	X	X	
VISN 19 - Total		2	2	5	6	6	6	6	5	4	
Anchorage, AK	463	X	X	X	X	X	X	X	X	X	
Boise, ID	531	X	X	X	X	X	X	X	X	X	
Portland, OR	648	X	X	X	X	X	X	X	X	X	
Roseburg, OR	653		X	X	X	X	X	X	X	X	
Spokane, WA	668			X	X	X	X	X	X	X	X
White City, OR /Ind Dom/	692	X	X	X	X	X	X	X	X		
VISN 20 - Total		4	5	6	6	6	6	6	6	5	1
Fresno, CA	570		X	X	X	X	X	X	X		
Honolulu, HI	459	X	X	X	X	X	X	X	X		
Northern California Health Care System	612	X	X		X	X	X	X	X		
Palo Alto Health Care System	640	X	X	X	X	X	X	X	X	X	
Reno, NV	654	X	X	X	X	X	X	X	X	X	
San Francisco, CA	662			X	X	X	X	X	X	X	
VISN 21 - Total		4	5	5	6	6	6	6	6	3	

FACILITY	Community Health Services Provided										
	STATION	Clinical Case Management (Inpatient)	Clinical Case Management (Outpatient)	Community Agency Liaison	Follow-up Visits to Contract Nursing Homes	Home Health Referrals	Hospice Referrals	Inpatient Discharge Planning	Inspection of Contract Nursing Homes	On-site Nursing Home Discharge Planning	Other
Las Vegas, NV	593	X	X	X	X	X	X	X	X	X	X
Loma Linda, CA	605	X	X	X	X	X	X	X	X	X	X
Long Beach, CA	600	X	X	X	X	X	X	X	X	X	
San Diego, CA	664			X	X	X	X	X	X		
Southern California System of Clinics	665			X	X	X	X	X	X	X	
West Los Angeles, CA	691	X	X	X	X	X	X	X	X	X	X
VISN 22 - Total		4	4	6	6	6	6	6	6	5	3
National Total (of responses)		87	97	124	132	130	126	123	130	94	39
National Percentage (of responses)		65%	73%	93%	99%	98%	95%	92%	98%	71%	29%

National N=133
Community Health Services Provided



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FACILITY	STATION	Community Health Services/Facility Organization		
		Facilities under "product line" or similar fashion at time of survey.	Are community health services <i>coordinated</i> in a "product line" or similar fashion?	Are community health services <i>integrated</i> into Primary Care clinics or product lines?
Bedford, MA	518	Yes	Yes	Yes
Boston, MA	523	No	N/A	N/A
Brockton/West Roxbury, MA	525	No	N/A	N/A
Connecticut Health Care System	689	No	N/A	N/A
Manchester, NH	608	Yes	Yes	Yes
Providence, RI	650	No	N/A	N/A
Togus, ME	402	No	N/A	N/A
VISN 1 - Percent "Yes"		29%	29%	29%
VISN 1 - Total		2	2	2
Albany, NY	500	Yes	Yes	No
Bath, NY	514	Yes	No	Yes
Canandaigua, NY	532	Yes	Yes	Yes
Syracuse, NY	670	Yes	Yes	No
Western New York Health Care System	528	Yes	Yes	No
VISN 2 - Percent "Yes"		100%	80%	40%
VISN 2 - Total		5	4	2
Bronx, NY	526	Yes	No	Yes
Brooklyn, NY	527	No	N/A	N/A
Hudson Valley Health Care System	620	No	N/A	N/A
New Jersey Health Care System	561	No	N/A	N/A
New York, NY	630	No	N/A	N/A
Northport, NY	632	No	N/A	N/A
VISN 3 - Percent "Yes"		17%	0%	17%
VISN 3 - Total		1	0	1

FACILITY	STATION	Community Health Services/Facility Organization		
		Facilities under "product line" or similar fashion at time of survey.	Are community health services <u>coordinated</u> in a "product line" or similar fashion?	Are community health services <u>integrated</u> into Primary Care clinics or product lines?
Altoona, PA	503	No	N/A	N/A
Butler, PA	529	No	N/A	N/A
Coatesville, PA	542	No	N/A	N/A
Lebanon, PA	595	No	N/A	N/A
Philadelphia, PA	642	No	N/A	N/A
Pittsburgh Health Care System	646	Yes	Yes	Yes
Wilkes Barre, PA	693	No	N/A	N/A
Wilmington, DE	460	No	N/A	N/A
VISN 4 - Percent "Yes"		13%	13%	13%
VISN 4 - Total		1	1	1
Martinsburg, WV	613	No	N/A	N/A
Maryland Health Care System	512	Yes	Yes	Yes
Washington, DC	688	No	N/A	N/A
VISN 5 - Percent "Yes"		33%	33%	33%
VISN 5 - Total		1	1	1
Asheville, NC	637	No	N/A	N/A
Beckley, WV	517	No	N/A	N/A
Durham, NC	558	No	N/A	N/A
Fayetteville, NC	565	No	N/A	N/A
Hampton, VA	590	No	N/A	N/A
Richmond, VA	652	No	N/A	N/A
Salem, VA	658	No	N/A	N/A
Salisbury, NC	659	No	N/A	N/A
VISN 6 - Percent "Yes"		0%	0%	0%
VISN 6 - Total		0	0	0

FACILITY	STATION	Community Health Services/Facility Organization		
		Facilities under "product line" or similar fashion at time of survey.	Are community health services <i>coordinated</i> in a "product line" or similar fashion?	Are community health services <i>integrated</i> into Primary Care clinics or product lines?
Augusta, GA	509	Yes	Yes	No
Central Alabama Veterans Health Care System	619	No	N/A	N/A
Charleston, SC	534	Yes	Yes	Yes
Columbia, SC	544	Yes	Yes	Yes
Decatur, GA	508	Yes	Yes	No
Dublin, GA	557	No	N/A	N/A
Tuscaloosa, AL	679	Yes	No	Yes
VISN 7 - Percent "Yes "		71%	57%	43%
VISN 7 - Total		5	4	3
Bay Pines, FL	516	Yes	No	No
Gainesville, FL	573	No	N/A	N/A
Lake City, FL	594	Yes	Yes	Yes
Miami, FL	546	Yes	No	No
San Juan, PR	672	No	N/A	N/A
Tampa, FL	673	No	N/A	N/A
West Palm Beach, FL	548	Yes	Yes	Yes
VISN 8 - Percent "Yes "		57%	29%	29%
VISN 8 - Total		4	2	2
Huntington, WV	581	No	N/A	N/A
Lexington, KY	596	No	N/A	N/A
Louisville, KY	603	No	N/A	N/A
Memphis, TN	614	No	N/A	N/A
Mountain Home, TN	621	No	N/A	N/A
Murfreesboro, TN	622	No	N/A	N/A
Nashville, TN	626	No	N/A	N/A
VISN 9 - Percent "Yes "		0%	0%	0%
VISN 9 - Total		0	0	0

FACILITY	STATION	Community Health Services/Facility Organization		
		Facilities under "product line" or similar fashion at time of survey.	Are community health services <i>coordinated</i> in a "product line" or similar fashion?	Are community health services <i>integrated</i> into Primary Care clinics or product lines?
Chillicothe, OH	538	Yes	No	No
Cleveland, OH	541	Yes	No	Yes
Columbus, OH /OC/	757	Yes	No	No
Dayton, OH	552	Yes	No	No
VISN 10 - Percent "Yes"		100%	0%	25%
VISN 10 - Total		4	0	1
Ann Arbor, MI	506	Yes	No	No
Battle Creek, MI	515	No	N/A	N/A
Danville, IL	550	No	N/A	N/A
Detroit, MI	553	No	N/A	N/A
Indianapolis, IN	583	No	N/A	N/A
Northern Indiana Health Care System	610	No	N/A	N/A
Saginaw, MI	655	No	N/A	N/A
VISN 11 - Percent "Yes"		14%	0%	0%
VISN 11 - Total		1	0	0
Chicago Health Care System	535	No	N/A	N/A
Hines, IL	578	No	N/A	N/A
Iron Mountain, MI	585	No	N/A	N/A
Madison, WI	607	No	N/A	N/A
North Chicago, IL	556	No	N/A	N/A
Tomah, WI	676	Yes	No	No
VISN 12 - Percent "Yes"		17%	0%	0%
VISN 12 - Total		1	0	0

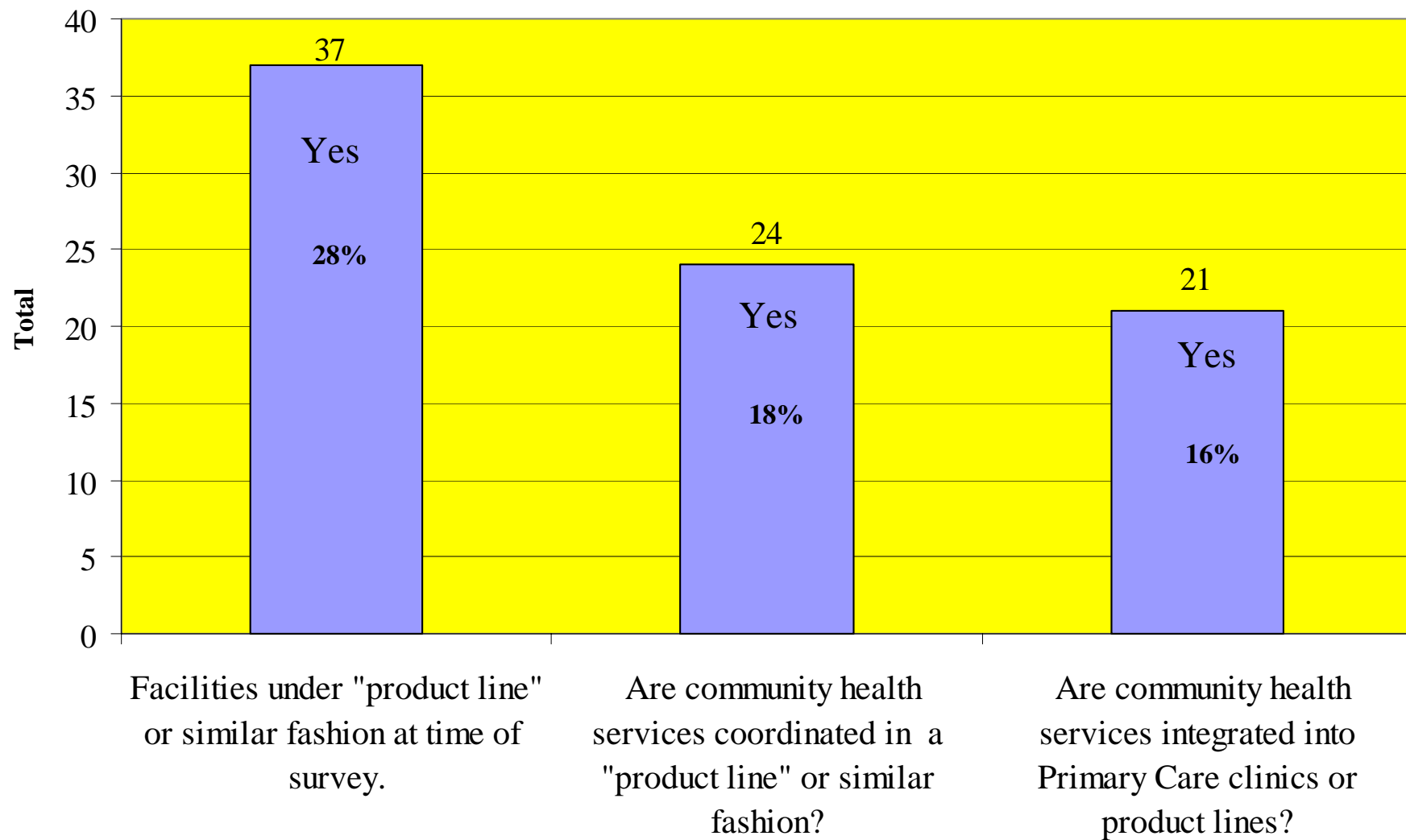
FACILITY	STATION	Community Health Services/Facility Organization		
		Facilities under "product line" or similar fashion at time of survey.	Are community health services <i>coordinated</i> in a "product line" or similar fashion?	Are community health services <i>integrated</i> into Primary Care clinics or product lines?
Black Hills Health Care System	568	Yes	No	No
Fargo, ND	437	No	N/A	N/A
Minneapolis, MN	618	Yes	Yes	No
Sioux Falls, SD	438	No	N/A	N/A
St. Cloud, MN	656	Yes	Yes	Yes
VISN 13 - Percent "Yes"		60%	40%	20%
VISN 13 - Total		3	2	1
Central Iowa Health Care System	555	No	N/A	N/A
Greater Nebraska Health Care System	597	No	N/A	N/A
Omaha, NE	636	No	N/A	N/A
VISN 14 - Percent "Yes"		0%	0%	0%
VISN 14 - Total		0	0	0
Columbia, MO	543	No	N/A	N/A
Kansas City, MO	589	No	N/A	N/A
Leavenworth, KS	686	No	N/A	N/A
Marion, IL	609	No	N/A	N/A
Poplar Bluff, MO	647	No	N/A	N/A
St. Louis, MO	657	No	N/A	N/A
Topeka, KS	677	No	N/A	N/A
Wichita, KS	452	No	N/A	N/A
VISN 15 - Percent "Yes"		0%	0%	0%
VISN 15 - Total		0	0	0

FACILITY	STATION	Community Health Services/Facility Organization		
		Facilities under "product line" or similar fashion at time of survey.	Are community health services <i>coordinated</i> in a "product line" or similar fashion?	Are community health services <i>integrated</i> into Primary Care clinics or product lines?
Alexandria, LA	502	Yes	Yes	Yes
Biloxi, MS	520	Yes	Yes	Yes
Fayetteville, AR	564	No	N/A	N/A
Jackson, MS	586	No	N/A	N/A
Little Rock, AR	598	No	N/A	N/A
Muskogee, OK	623	No	N/A	N/A
New Orleans, LA	629	Yes	Yes	Yes
Oklahoma City, OK	635	No	N/A	N/A
Shreveport, LA	667	No	N/A	N/A
VISN 16 - Percent "Yes"		33%	33%	33%
VISN 16 - Total		3	3	3
Central Texas Health Care System	674	No	N/A	N/A
North Texas Health Care System	549	No	N/A	N/A
South Texas Veterans Health Care System	671	No	N/A	N/A
VISN 17 - Percent "Yes"		0%	0%	0%
VISN 17 - Total		0	0	0
Albuquerque, NM	501	No	N/A	N/A
Big Spring, TX	519	No	N/A	N/A
El Paso, TX /OC/	756	No	N/A	N/A
Phoenix, AZ	644	Yes	Yes	Yes
Prescott, AZ	649	No	N/A	N/A
Tucson, AZ	678	Yes	Yes	Yes
VISN 18 - Percent "Yes"		33%	33%	33%
VISN 18 - Total		2	2	2

FACILITY	STATION	Community Health Services/Facility Organization		
		Facilities under "product line" or similar fashion at time of survey.	Are community health services <i>coordinated</i> in a "product line" or similar fashion?	Are community health services <i>integrated</i> into Primary Care clinics or product lines?
Cheyenne, WY	442	No	N/A	N/A
Denver, CO	554	No	N/A	N/A
Fort Harrison, MT	436	No	N/A	N/A
Fort Lyon, CO	567	No	N/A	N/A
Salt Lake City, UT	660	No	N/A	N/A
Sheridan, WY	666	No	N/A	N/A
VISN 19 - Percent "Yes"		0%	0%	0%
VISN 19 - Total		0	0	0
Anchorage, AK	463	No	N/A	N/A
Boise, ID	531	No	N/A	N/A
Portland, OR	648	Yes	Yes	Yes
Roseburg, OR	653	Yes	Yes	Yes
Spokane, WA	668	No	N/A	N/A
White City, OR /Ind Dom/	692	No	N/A	N/A
VISN 20 - Percent "Yes"		33%	33%	33%
VISN 20 - Total		2	2	2
Fresno, CA	570	No	N/A	N/A
Honolulu, HI	459	No	N/A	N/A
Northern California Health Care System	612	No	N/A	N/A
Palo Alto Health Care System	640	No	N/A	N/A
Reno, NV	654	No	N/A	N/A
San Francisco, CA	662	No	N/A	N/A
VISN 21 - Percent "Yes"		0%	0%	0%
VISN 21 - Total		0	0	0

FACILITY	STATION	Community Health Services/Facility Organization		
		Facilities under "product line" or similar fashion at time of survey.	Are community health services <i>coordinated</i> in a "product line" or similar fashion?	Are community health services <i>integrated</i> into Primary Care clinics or product lines?
Las Vegas, NV	593	No	N/A	N/A
Loma Linda, CA	605	No	N/A	N/A
Long Beach, CA	600	Yes	No	No
San Diego, CA	664	No	N/A	N/A
Southern California System of Clinics	665	No	N/A	N/A
West Los Angeles, CA	691	Yes	Yes	No
VISN 22 - Percent "Yes"		33%	17%	0%
VISN 22 - Total		2	1	0
National Percent "Yes" (of responses)		28%	18%	16%
National Total "Yes" (of responses)		37	24	21

National N=133
Community Health Services/Facility Organization



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FACILITY	Physician responsibility to/involvement with community health patients														
	STATION	Referral Orders Written by:							Short Orders for Continuing Care Management Provided by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:	Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Bedford, MA	518	X	X	X					X	X	X				
Boston, MA	523	X	X	X	X				X	X		X			
Brockton/West Roxbury, MA	525	X							X	X					
Connecticut Health Care System	689	X		X					X		X				
Manchester, NH	608	X	X	X					X	X	X				
Providence, RI	650	X	X	X	X				X	X		X			
Togus, ME	402	X							X						
VISN 1 - Total		7	4	5	2				7	5	3	2			
Albany, NY	500	X	X	X	X				X	X		X			
Bath, NY	514	X			X				X			X			
Canandaigua, NY	532	X	X						X						
Syracuse, NY	670	X	X	X	X				X	X	X				
Western New York Health Care System	528	X	X	X	X				X	X	X	X			
VISN 2 - Total		5	4	3	4				5	3	2	3			
Bronx, NY	526	X							X						
Brooklyn, NY	527	X	X	X					X	X					
Hudson Valley Health Care System	620	X							X						
New Jersey Health Care System	561	X	X	X	X	X			X	X	X	X	X		
New York, NY	630	X	X	X	X				X	X	X	X			
Northport, NY	632	X	X	X	X				X	X	X	X			
VISN 3 - Total		6	4	4	3	1			6	4	3	3	1		

FACILITY	Physician responsibility to/involvement with community health patients														
	STATION	Referral Orders Written by:							Short Orders for Continuing Care Management Provided by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:	Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Altoona, PA	503	X							X						
Butler, PA	529	X			X				X			X			
Coatesville, PA	542														
Lebanon, PA	595	X	X	X					X	X	X				
Philadelphia, PA	642	X	X	X	X				X	X	X	X			
Pittsburgh Health Care System	646		X	X			X	Intern	X	X					
Wilkes Barre, PA	693		X						X						
Wilmington, DE	460	X	X	X					X	X	X				
VISN 4 - Total		5	5	4	2		1		7	4	3	2			
Martinsburg, WV	613	X	X						X	X					
Maryland Health Care System	512	X		X	X				X		X	X			
Washington, DC	688	X							X						
VISN 5 - Total		3	1	1	1				3	1	1	1			
Asheville, NC	637	X	X	X	X				X	X	X	X			
Beckley, WV	517	X	X						X	X					
Durham, NC	558	X	X	X					X	X	X				
Fayetteville, NC	565	X	X				X	Local Non-VA physicians	X	X				X	Local Non-VA physicians
Hampton, VA	590	X	X	X					X	X	X				
Richmond, VA	652	X	X	X		X			X	X	X		X		
Salem, VA	658	X	X	X					X	X	X				
Salisbury, NC	659	X	X						X	X					
VISN 6 - Total		8	8	5	1	1	1		8	8	5	1	1	1	

FACILITY	Physician responsibility to/involvement with community health patients														
	STATION	Referral Orders Written by:							Short Orders for Continuing Care Management Provided by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:	Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Augusta, GA	509			X					X						
Central Alabama Veterans Health Care System	619	X	X	X					X	X					
Charleston, SC	534	X		X	X				X		X	X			
Columbia, SC	544	X	X	X					X	X	X				
Decatur, GA	508	X	X	X			X	Any physician in Geriatrics & Extended Care	X	X				X	Any physician in Geriatrics & Extended Care
Dublin, GA	557	X							X						
Tuscaloosa, AL	679	X							X						
VISN 7 - Total		6	3	5	1		1		7	3	2	1		1	
Bay Pines, FL	516		X							X					
Gainesville, FL	573	X	X	X	X							X			
Lake City, FL	594	X			X				X			X			
Miami, FL	546	X		X	X				X		X	X			
San Juan, PR	672	X	X	X					X	X	X				
Tampa, FL	673	X	X	X	X	X			X		X		X		
West Palm Beach, FL	548														
VISN 8 - Total		5	4	4	4	1			4	2	3	3	1		
Huntington, WV	581	X	X	X					X	X					
Lexington, KY	596	X	X	X					X	X					
Louisville, KY	603	X		X		X			X		X		X		
Memphis, TN	614	X	X	X					X	X	X				
Mountain Home, TN	621	X	X	X					X	X	X				
Murfreesboro, TN	622	X	X						X						
Nashville, TN	626	X	X	X					X	X	X				
VISN 9 - Total		7	6	6		1			7	5	4		1		

FACILITY	Physician responsibility to/involvement with community health patients														
	STATION	Referral Orders Written by:							Short Orders for Continuing Care Management Provided by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:	Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Chillicothe, OH	538	X	X						X						
Cleveland, OH	541	X	X	X	X				X	X	X	X			
Columbus, OH /OC/	757	X							X						
Dayton, OH	552	X	X	X					X	X	X				
VISN 10 - Total		4	3	2	1				4	2	2	1			
Ann Arbor, MI	506	X	X	X					X	X	X				
Battle Creek, MI	515	X							X						
Danville, IL	550	X	X	X	X		X	Assistant Chief of Staff for Ambulatory Care	X	X	X	X		X	Assistant Chief of Staff for Ambulatory Care
Detroit, MI	553	X	X	X	X				X	X	X				
Indianapolis, IN	583	X	X	X		X			X				X		
Northern Indiana Health Care System	610	X	X		X				X	X		X			
Saginaw, MI	655	X	X						X	X					
VISN 11 - Total		7	6	4	3	1	1		7	5	3	2	1	1	
Chicago Health Care System	535	X	X	X					X	X	X				
Hines, IL	578	X	X	X	X				X	X	X	X			
Iron Mountain, MI	585	X	X						X						
Madison, WI	607	X		X					X		X				
North Chicago, IL	556	X												X	Nursing Home Physician
Tomah, WI	676	X	X						X	X					
VISN 12 - Total		6	4	3	1				5	3	3	1		1	

FACILITY	Physician responsibility to/involvement with community health patients														
	STATION	Referral Orders Written by:							Short Orders for Continuing Care Management Provided by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:	Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Black Hills Health Care System	568	X							X						
Fargo, ND	437	X	X	X					X	X	X				
Minneapolis, MN	618	X	X	X	X		X	Fee Basis/Contract Nursing Home Physicians	X	X	X	X		X	Fee Basis/Contract Nursing Home Physicians
Sioux Falls, SD	438	X	X	X					X	X	X				
St. Cloud, MN	656	X							X						
VISN 13 - Total		5	3	3	1		1		5	3	3	1		1	
Central Iowa Health Care System	555	X	X	X					X	X	X				
Greater Nebraska Health Care System	597	X							X						
Omaha, NE	636	X		X					X	X	X				
VISN 14 - Total		3	1	2					3	2	2				
Columbia, MO	543	X			X				X			X			
Kansas City, MO	589	X					X	Consulting physician	X					X	Consulting physician
Leavenworth, KS	686	X	X	X					X	X	X				
Marion, IL	609	X	X						X						
Poplar Bluff, MO	647	X							X						
St. Louis, MO	657	X	X	X	X				X	X	X	X			
Topeka, KS	677	X	X						X						
Wichita, KS	452	X		X					X						
VISN 15 - Total		8	4	3	2		1		8	2	2	2		1	

FACILITY	Physician responsibility to/involvement with community health patients														
	STATION	Referral Orders Written by:							Short Orders for Continuing Care Management Provided by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:	Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Alexandria, LA	502	X	X			X	X	Director of Extended Care	X					X	Director of Extended Care
Biloxi, MS	520	X								X					
Fayetteville, AR	564	X	X				X	Officer of Day/On-Call Physician; Urgent Care Physician and Chief of Staff	X	X				X	Officer of Day/On-Call Physician; Urgent Care Physician and Chief of Staff
Jackson, MS	586	X	X	X					X	X	X				
Little Rock, AR	598	X	X	X	X	X			X	X	X	X	X		
Muskogee, OK	623	X	X	X					X	X					
New Orleans, LA	629		X	X		X			X	X	X		X		
Oklahoma City, OK	635								X		X				
Shreveport, LA	667	X	X	X					X	X	X				
VISN 16 - Total		7	7	5	1	3	2		8	7	5	1	2	2	
Central Texas Health Care System	674		X						X	X					
North Texas Health Care System	549	X	X	X	X				X	X	X				
South Texas Veterans Health Care System	671	X	X	X					X	X	X				
VISN 17 - Total		2	3	2	1				3	3	2				

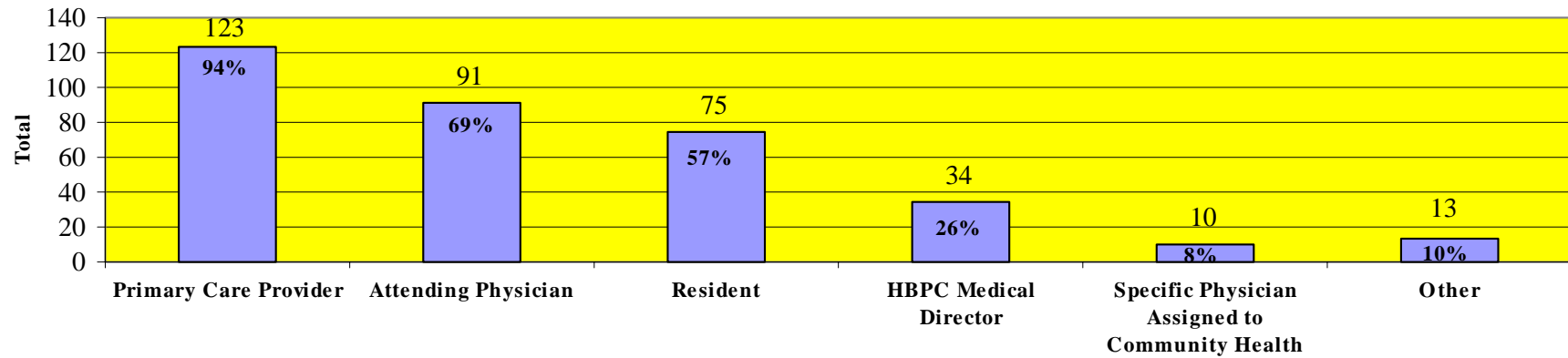
FACILITY	Physician responsibility to/involvement with community health patients														
	STATION	Referral Orders Written by:							Short Orders for Continuing Care Management Provided by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:	Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Albuquerque, NM	501	X	X	X			X	Sub-specialty physicians, i.e., surgeons, podiatrists, etc.	X	X	X			X	Sub-specialty physicians
Big Spring, TX	519	X	X						X	X					
El Paso, TX /OC/	756	X	X	X											
Phoenix, AZ	644	X	X	X					X	X					
Prescott, AZ	649	X							X						
Tucson, AZ	678	X	X		X				X	X		X			
VISN 18 - Total		6	5	3	1		1		5	4	1	1		1	
Cheyenne, WY	442	X	X						X	X					
Denver, CO	554	X	X	X					X	X	X				
Fort Harrison, MT	436	X	X											X	Fee Basis Physician
Fort Lyon, CO	567	X							X						
Salt Lake City, UT	660	X	X	X	X				X	X	X	X			
Sheridan, WY	666	X	X						X	X					
VISN 19 - Total		6	5	2	1				5	4	2	1		1	
Anchorage, AK	463	X	X												
Boise, ID	531	X	X						X						
Portland, OR	648	X	X	X					X						
Roseburg, OR	653	X	X				X	Fee Basis Physician	X	X				X	Fee Basis Physician
Spokane, WA	668	X							X					X	Medical or Surgical OD
White City, OR /Ind Dom/	692	X							X						
VISN 20 - Total		6	4	1			1		5	1				2	

FACILITY	Physician responsibility to/involvement with community health patients														
	STATION	Referral Orders Written by:							Short Orders for Continuing Care Management Provided by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:	Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Fresno, CA	570	X	X	X	X				X	X	X	X			
Honolulu, HI	459	X					X	Resident from DOD acute care facility	X						
Northern California Health Care System	612	X				X			X				X		
Palo Alto Health Care System	640	X	X	X					X	X					
Reno, NV	654	X	X	X	X				X	X		X			
San Francisco, CA	662			X			X	Any MD	X			X			
VISN 21 - Total		5	3	4	2	1	2		6	3	1	3	1		
Las Vegas, NV	593	X							X						
Loma Linda, CA	605	X	X	X	X		X	Ambulatory Care and Specialty Care Physicians	X	X	X	X		X	Specialty Clinic Physicians
Long Beach, CA	600	X	X	X					X	X	X				
San Diego, CA	664	X							X						
Southern California System of Clinics	665	X	X	X					X	X	X				
West Los Angeles, CA	691	X	X	X	X	X			X	X	X	X	X		
VISN 22 - Total		6	4	4	2	1	1		6	4	4	2	1	1	
National Percent (of responses)		94%	69%	57%	26%	8%	10%		95%	60%	43%	24%	7%	10%	
National Total (of responses)		123	91	75	34	10	13		124	78	56	31	9	13	

National N=131

Physician responsibility to/involvement with community health patients

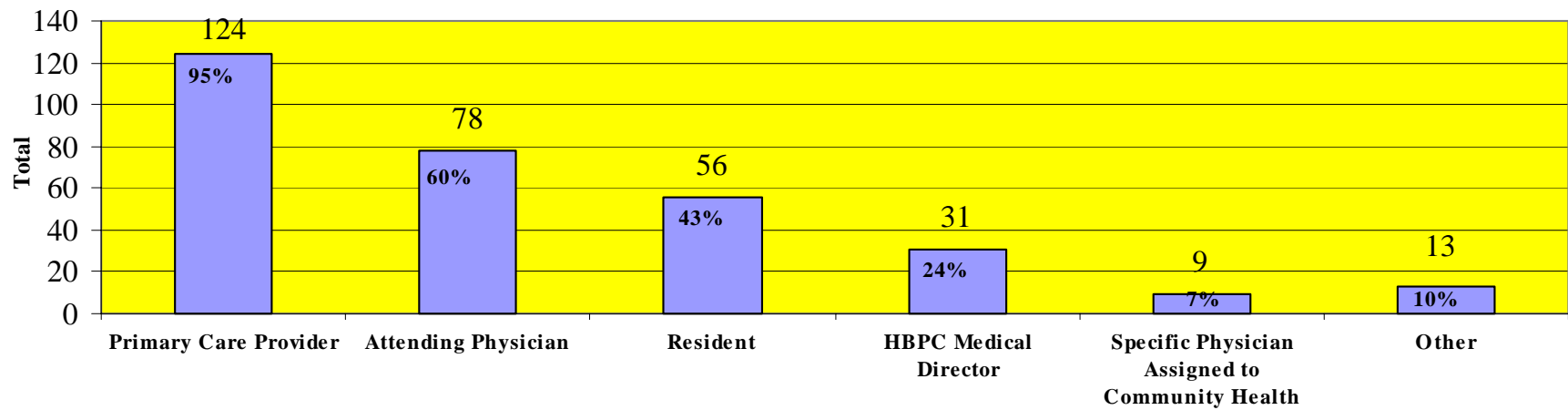
Referral Orders Written by:



National N=131

Physician responsibility to/involvement with community health patients

Short orders for Continuing Care Management Provided by:



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FACILITY	STATION	Physician responsibility to/involvement with community health patients						
		485s and Short Orders Signed by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Bedford, MA	518	X	X	X				
Boston, MA	523	X	X	X	X			
Brockton/West Roxbury, MA	525	X	X					
Connecticut Health Care System	689	X	X	X				
Manchester, NH	608							
Providence, RI	650	X			X		X	Speciality Clinic Physicians
Togus, ME	402	X						
VISN 1 - Total		6	4	3	2		1	
Albany, NY	500	X	X		X			
Bath, NY	514	X			X			
Canandaigua, NY	532	X	X					
Syracuse, NY	670	X	X	X				
Western New York Health Care System	528	X	X		X			
VISN 2 - Total		5	4	1	3			
Bronx, NY	526	X						
Brooklyn, NY	527	X	X					
Hudson Valley Health Care System	620	X					X	Psychiatrist assigned to Community Resident Program
New Jersey Health Care System	561	X	X		X		X	Physician assigned to Community Residence Program
New York, NY	630	X	X	X	X			
Northport, NY	632	X	X	X	X			
VISN 3 - Total		6	4	2	3		2	

FACILITY	STATION	Physician responsibility to/involvement with community health patients						
		485s and Short Orders Signed by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Altoona, PA	503	X						
Butler, PA	529	X			X			
Coatesville, PA	542							
Lebanon, PA	595	X	X	X				
Philadelphia, PA	642	X	X	X	X			
Pittsburgh Health Care System	646	X	X					
Wilkes Barre, PA	693	X						
Wilmington, DE	460	X	X					
VISN 4 - Total		7	4	2	2			
Martinsburg, WV	613	X	X					
Maryland Health Care System	512	X		X	X			
Washington, DC	688	X						
VISN 5 - Total		3	1	1	1			
Asheville, NC	637	X	X		X			
Beckley, WV	517	X	X				X	
Durham, NC	558	X	X	X				
Fayetteville, NC	565	X	X				X	Local Non-VA Physicians
Hampton, VA	590	X	X	X				
Richmond, VA	652	X	X	X		X		
Salem, VA	658	X	X	X				
Salisbury, NC	659	X	X					
VISN 6 - Total		8	8	4	1	1	2	

FACILITY	STATION	Physician responsibility to/involvement with community health patients						
		485s and Short Orders Signed by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Augusta, GA	509	X						
Central Alabama Veterans Health Care System	619	X	X					
Charleston, SC	534	X		X	X			
Columbia, SC	544	X	X	X				
Decatur, GA	508	X	X		X		X	Any Physician in Geriatrics & Extended Care
Dublin, GA	557	X						
Tuscaloosa, AL	679	X						
VISN 7 - Total		7	3	2	2		1	
Bay Pines, FL	516		X					
Gainesville, FL	573				X		X	Oncology Chief signs Hospice paperwork
Lake City, FL	594	X						
Miami, FL	546							
San Juan, PR	672	X	X	X				
Tampa, FL	673				X	X		
West Palm Beach, FL	548							
VISN 8 - Total		2	2	1	2	1	1	
Huntington, WV	581	X	X					
Lexington, KY	596	X	X					
Louisville, KY	603					X		
Memphis, TN	614	X	X	X				
Mountain Home, TN	621	X						
Murfreesboro, TN	622	X	X					
Nashville, TN	626	X	X	X				
VISN 9 - Total		6	5	2		1		

FACILITY	STATION	Physician responsibility to/involvement with community health patients						
		485s and Short Orders Signed by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Chillicothe, OH	538	X						
Cleveland, OH	541	X	X	X	X			
Columbus, OH /OC/	757	X						
Dayton, OH	552	X	X	X				
VISN 10 - Total		4	2	2	1			
Ann Arbor, MI	506	X	X	X				
Battle Creek, MI	515	X						
Danville, IL	550	X	X	X	X		X	Assistant Chief of Staff for Ambulatory Care
Detroit, MI	553	X	X	X				
Indianapolis, IN	583	X				X		
Northern Indiana Health Care System	610	X						
Saginaw, MI	655	X	X					
VISN 11 - Total		7	4	3	1	1	1	
Chicago Health Care System	535	X	X	X				
Hines, IL	578	X	X	X	X			
Iron Mountain, MI	585	X						
Madison, WI	607	X		X				
North Chicago, IL	556							
Tomah, WI	676	X	X					
VISN 12 - Total		5	3	3	1			

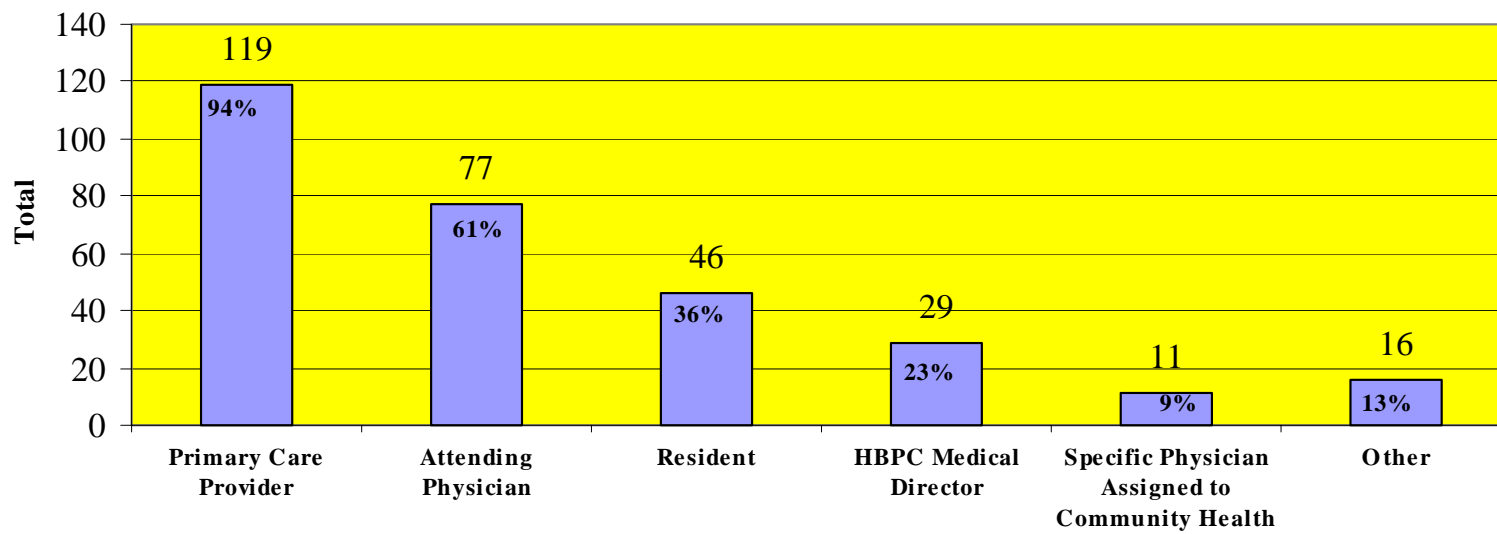
FACILITY	STATION	Physician responsibility to/involvement with community health patients						
		485s and Short Orders Signed by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Black Hills Health Care System	568	X						
Fargo, ND	437	X	X	X				
Minneapolis, MN	618	X	X	X	X		X	Fee Basis/Contact Nursing Home Physician
Sioux Falls, SD	438	X	X	X				
St. Cloud, MN	656	X						
VISN 13 - Total		5	3	3	1		1	
Central Iowa Health Care System	555	X	X	X				
Greater Nebraska Health Care System	597	X						
Omaha, NE	636	X		X				
VISN 14 - Total		3	1	2				
Columbia, MO	543	X						
Kansas City, MO	589	X	X					
Leavenworth, KS	686	X	X	X				
Marion, IL	609	X						
Poplar Bluff, MO	647	X						
St. Louis, MO	657	X	X	X	X			
Topeka, KS	677	X						
Wichita, KS	452	X						
VISN 15 - Total		8	3	2	1			

FACILITY	STATION	Physician responsibility to/involvement with community health patients						
		485s and Short Orders Signed by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Alexandria, LA	502					X	X	Director of Extended Care
Biloxi, MS	520		X					
Fayetteville, AR	564	X	X				X	Officer of the Day/On-Call Physican, Urgent Care Physician and Chief of Staff
Jackson, MS	586	X	X	X				
Little Rock, AR	598	X	X	X	X	X		
Muskogee, OK	623	X	X					
New Orleans, LA	629	X	X	X		X		
Oklahoma City, OK	635	X		X				
Shreveport, LA	667	X	X	X				
VISN 16 - Total		7	7	5	1	3	2	
Central Texas Health Care System	674	X	X					
North Texas Health Care System	549	X	X					
South Texas Veterans Health Care System	671	X	X	X				
VISN 17 - Total		3	3	1				
Albuquerque, NM	501	X	X	X			X	Sub-specialty Physicians
Big Spring, TX	519	X	X					
El Paso, TX /OC/	756	X						
Phoenix, AZ	644	X	X					
Prescott, AZ	649	X						
Tucson, AZ	678	X	X		X			
VISN 18 - Total		6	4	1	1		1	

FACILITY	STATION	Physician responsibility to/involvement with community health patients						
		485s and Short Orders Signed by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Cheyenne, WY	442	X	X					
Denver, CO	554	X	X	X		X		
Fort Harrison, MT	436						X	Fee Basis Physician
Fort Lyon, CO	567							
Salt Lake City, UT	660	X	X	X	X			
Sheridan, WY	666	X	X					
VISN 19 - Total		4	4	2	1	1	1	
Anchorage, AK	463	X	X					
Boise, ID	531	X						
Portland, OR	648					X		
Roseburg, OR	653	X	X					
Spokane, WA	668	X					X	Sub-specialty Physician, i.e., podiatry
White City, OR /Ind Dom/	692	X						
VISN 20 - Total		5	2			1	1	
Fresno, CA	570	X	X	X	X			
Honolulu, HI	459	X						
Northern California Health Care System	612	X				X		
Palo Alto Health Care System	640	X	X					
Reno, NV	654	X			X			
San Francisco, CA	662	X			X		X	Referring Physician
VISN 21 - Total		6	2	1	3	1	1	

FACILITY	STATION	Physician responsibility to/involvement with community health patients						
		485s and Short Orders Signed by:						
		Primary Care Provider	Attending Physician	Resident	HBPC Medical Director	Specific Physician Assigned to Community Health	Other	Please Describe:
Las Vegas, NV	593	X						
Loma Linda, CA	605	X	X	X	X		X	Specialty Clinic Physicians
Long Beach, CA	600	X	X					
San Diego, CA	664	X						
Southern California System of Clinics	665	X	X	X				
West Los Angeles, CA	691	X	X	X	X	X		
VISN 22 - Total		6	4	3	2	1	1	
National Percent (of responses)		94%	61%	36%	23%	9%	13%	
National Total (of responses)		119	77	46	29	11	16	

National N=127
Physician responsibility to/involvement with community health patients
485s and Short Orders Signed by:



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Role the CHNC/CHNC Program has in Home Based Primary Care (HBPC)		Stations indicating a role*
N = 120		
9%	CHNC is the program coordinator	459, 534, 548, 555, 594, 608, 610, 620, 629, 644, 688
24%	CHNC is a consultant to the program	500, 501, 528, 531, 535, 541, 543, 552, 553, 555, 561, 578, 583, 598, 600, 605, 614, 618, 630, 632, 646, 648, 657, 662, 670, 672, 673, 678, 689
38%	CHNC makes referrals to the program	500, 501, 508, 527, 528, 534, 535, 541, 546, 549, 552, 553, 555, 558, 561, 578, 583, 598, 600, 605, 610, 612, 614, 618, 620, 630, 632, 635, 637, 640, 642, 646, 648, 657, 660, 662, 664, 665, 667, 670, 671, 672, 673, 688, 689, 693
3%	CHNC is responsible for budget management	548, 594, 688
5%	CHNC is not involved in the program	508, 509, 520, 526, 556, 691
6%	Other	508, 528, 529, 543, 573, 620, 662
47%	There is no HBPC at this facility	402, 436, 437, 438, 442, 452, 460, 463, 502, 506, 515, 517, 518, 519, 525, 532, 538, 544, 554, 557, 564, 565, 568, 581, 585, 586, 590, 595, 596, 597, 603, 607, 609, 613, 619, 621, 622, 623, 626, 636, 647, 649, 652, 653, 655, 656, 658, 659, 668, 674, 676, 677, 679, 686, 692, 757
Role the CHNC/CHNC Program has in Adult Day Health Care (ADHC)		Stations indicating a role*
N = 120		
2%	CHNC is the program coordinator	548, 688
28%	CHNC is a consultant to the program	437, 438, 500, 502, 506, 508, 515, 525, 528, 534, 538, 542, 552, 553, 561, 578, 583, 598, 618, 620, 621, 629, 632, 636, 649, 658, 670, 674, 677, 678, 689, 691, 757
33%	CHNC makes referrals to the program	437, 438, 500, 518, 527, 528, 534, 538, 541, 543, 544, 546, 549, 555, 561, 583, 596, 598, 618, 620, 629, 632, 635, 636, 640, 644, 646, 647, 649, 656, 658, 664, 670, 674, 677, 688, 689, 691, 757
33%	CHNC participates in inspections of facilities	437, 452, 502, 508, 518, 534, 538, 541, 543, 544, 548, 553, 554, 555, 561, 565, 578, 583, 586, 620, 621, 626, 629, 632, 635, 636, 637, 644, 649, 656, 657, 658, 664, 670, 674, 677, 689, 691, 757
0%	CHNC is responsible for budget management	
8%	CHNC is not involved in the program	459, 501, 509, 520, 556, 612, 619, 622, 648, 671
16%	Other	508, 518, 528, 529, 542, 555, 561, 565, 573, 608, 610, 619, 623, 632, 657, 660, 662, 674, 677
37%	There is no ADHC at this facility	402, 436, 442, 460, 463, 517, 519, 526, 531, 532, 535, 557, 558, 564, 568, 570, 581, 585, 590, 594, 595, 597, 600, 603, 605, 607, 609, 613, 630, 642, 652, 653, 655, 659, 662, 665, 667, 668, 673, 676, 679, 686, 692, 693

Role the CHNC/CHNC Program has in Homemaker/Home Health Aide		Stations indicating a role*
N=120		
24%	CHNC is the program coordinator	438, 506, 508, 532, 534, 535, 538, 543, 544, 548, 549, 557, 565, 598, 603, 610, 637, 644, 648, 653, 655, 658, 664, 670, 671, 676, 678, 686, 688
44%	CHNC is a consultant to the program	402, 437, 442, 452, 500, 509, 515, 516, 525, 526, 528, 531, 538, 541, 553, 554, 557, 558, 561, 568, 581, 583, 586, 590, 594, 596, 597, 603, 609, 612, 618, 619, 620, 622, 626, 632, 640, 657, 658, 659, 660, 664, 665, 671, 672, 673, 674, 676, 677, 679, 689, 692, 693
61%	CHNC makes referrals to the program	402, 437, 438, 442, 452, 463, 500, 509, 515, 516, 518, 525, 526, 527, 528, 534, 538, 541, 544, 546, 548, 553, 554, 555, 558, 561, 565, 568, 578, 581, 583, 586, 594, 597, 598, 603, 605, 609, 610, 618, 619, 620, 622, 626, 632, 635, 640, 642, 646, 647, 653, 655, 657, 658, 659, 664, 665, 667, 670, 671, 672, 673, 674, 676, 677, 678, 679, 686, 688, 689, 692, 693, 757
7%	CHNC is responsible for budget management	508, 598, 644, 670, 676, 677, 678, 686
5%	CHNC is not involved in the program	459, 501, 520, 556, 608, 662
21%	Other	463, 508, 516, 525, 528, 529, 542, 546, 555, 557, 561, 565, 570, 573, 585, 594, 607, 618, 622, 659, 660, 662, 668, 674, 677
16%	There is no Homemaker/HHA at this facility	436, 460, 502, 517, 519, 564, 595, 600, 613, 621, 623, 629, 630, 636, 649, 652, 656, 662, 691
Role the CHNC/CHNC Program has in Residential/Domiciliary Care		Stations indicating a role*
N=120		
3%	CHNC is the program coordinator	548, 557, 655, 688
37%	CHNC is a consultant to the program	437, 442, 460, 508, 517, 528, 532, 538, 541, 542, 544, 557, 558, 561, 568, 578, 581, 583, 590, 594, 596, 598, 600, 605, 613, 619, 620, 621, 629, 632, 636, 652, 653, 658, 659, 664, 665, 670, 672, 674, 676, 677, 691, 692
29%	CHNC makes referrals to the program	437, 442, 460, 527, 538, 541, 543, 544, 546, 549, 557, 581, 583, 598, 600, 605, 619, 629, 636, 640, 642, 652, 653, 658, 659, 660, 664, 665, 670, 674, 676, 688, 689, 691, 692
37%	CHNC participates in inspections of facilities	437, 442, 452, 460, 508, 517, 532, 538, 541, 544, 548, 554, 555, 558, 565, 578, 581, 583, 586, 590, 594, 598, 600, 613, 620, 621, 629, 632, 637, 642, 644, 652, 653, 657, 658, 659, 664, 665, 674, 676, 688, 689, 691, 692
1%	CHNC is responsible for budget management	692
17%	CHNC is not involved in the program	402, 438, 463, 515, 518, 520, 525, 528, 531, 556, 595, 622, 640, 646, 648, 649, 656, 671, 673, 686
13%	Other	463, 508, 525, 529, 542, 552, 565, 573, 595, 610, 620, 653, 657, 674, 691, 693
27%	There is no Residential/Dom Care at this facility	436, 459, 500, 501, 506, 509, 519, 526, 534, 535, 553, 564, 570, 585, 597, 603, 607, 608, 609, 612, 618, 623, 626, 630, 635, 647, 662, 667, 668, 678, 679, 757

Role the CHNC/CHNC Program has in Hospice Inpatient Program		Stations indicating a role*
N = 120		
1%	CHNC is the program coordinator	623
28%	CHNC is a consultant to the program	437, 442, 500, 506, 515, 528, 538, 543, 546, 548, 552, 553, 557, 568, 578, 581, 590, 594, 595, 603, 609, 620, 623, 629, 632, 635, 637, 640, 649, 664, 672, 677, 691, 692
32%	CHNC makes referrals to the program	437, 442, 500, 502, 515, 518, 532, 538, 543, 548, 549, 552, 553, 554, 557, 568, 578, 581, 595, 596, 603, 605, 620, 629, 632, 635, 640, 647, 652, 656, 664, 673, 676, 677, 689, 691, 692, 693
0%	CHNC is responsible for budget management	
9%	CHNC is not involved in the program	509, 520, 531, 556, 565, 613, 618, 622, 671, 674, 678
9%	Other	508, 555, 565, 570, 585, 605, 620, 662, 668, 677, 688
43%	There is no Hospice Inpatient program at this facility	402, 436, 438, 452, 459, 460, 463, 501, 517, 519, 525, 526, 527, 529, 534, 535, 541, 544, 558, 561, 564, 573, 583, 586, 597, 598, 607, 608, 610, 612, 619, 621, 626, 630, 636, 642, 644, 646, 648, 653, 655, 657, 658, 659, 660, 662, 665, 667, 670, 679, 686, 757
Role the CHNC/CHNC Program has in the Hospice Outpatient Program		Stations indicating a role*
N = 120		
19%	CHNC is the program coordinator	437, 438, 517, 538, 541, 564, 581, 603, 609, 610, 619, 620, 629, 632, 636, 637, 640, 644, 656, 660, 672, 677, 757
39%	CHNC is a consultant to the program	437, 460, 500, 502, 506, 508, 515, 528, 531, 538, 541, 543, 544, 553, 557, 561, 564, 568, 578, 581, 586, 594, 595, 598, 600, 612, 618, 619, 620, 621, 626, 635, 636, 649, 652, 653, 658, 660, 665, 670, 672, 673, 677, 686, 689, 691, 692
57%	CHNC makes referrals to the program	402, 437, 438, 460, 500, 502, 508, 515, 517, 518, 525, 528, 538, 543, 544, 546, 548, 553, 554, 555, 557, 561, 564, 565, 568, 578, 581, 586, 594, 595, 596, 598, 600, 603, 605, 609, 610, 614, 618, 619, 620, 621, 626, 632, 635, 636, 640, 644, 647, 649, 652, 653, 656, 658, 660, 664, 665, 670, 672, 673, 676, 677, 686, 689, 691, 692, 693, 757
1%	CHNC is responsible for budget management	609
6%	CHNC is not involved in the program	520, 526, 556, 613, 642, 671, 678
22%	Other	452, 501, 508, 509, 516, 525, 528, 541, 549, 555, 557, 565, 570, 573, 585, 595, 622, 623, 632, 648, 656, 668, 674, 688, 691, 757
20%	There is no Hospice Outpatient program at this facility	436, 442, 459, 463, 519, 527, 529, 532, 535, 552, 558, 583, 590, 597, 607, 608, 618, 630, 646, 655, 657, 659, 667, 679

Role the CHNC/CHNC Program has in the Hoptel Program (On-site station lodging, as opposed to hotel lodging, for those patients requiring over-night lodging. This is an established program - not to be confused with routine over-night lodging at some VA hospitals.)		Stations indicating a role*
N=118		
0%	CHNC is the program coordinator	
5%	CHNC is a consultant to the program	460, 564, 590, 630, 636, 670
25%	CHNC makes referrals to the program	460, 500, 502, 527, 528, 529, 534, 541, 548, 583, 590, 594, 614, 618, 619, 629, 630, 632, 636, 640, 646, 658, 664, 667, 670, 673, 677, 679, 689, 693
0%	CHNC is responsible for budget management	
37%	CHNC is not involved in the program	402, 438, 459, 508, 509, 520, 525, 526, 535, 544, 549, 553, 554, 555, 556, 561, 565, 568, 578, 581, 586, 595, 596, 598, 600, 605, 608, 609, 612, 613, 621, 623, 635, 642, 644, 647, 649, 656, 657, 671, 686, 688, 691, 692
6%	Other	519, 525, 548, 585, 595, 607, 610
33%	There is no Hoptel Program at this facility	436, 437, 442, 452, 463, 501, 506, 515, 517, 518, 531, 532, 538, 543, 546, 552, 557, 558, 570, 573, 597, 603, 618, 620, 622, 626, 637, 648, 652, 653, 655, 659, 660, 665, 668, 674, 676, 678, 757
Role the CHNC/CHNC Program has in the Hotel Lodging Program		Stations indicating a role*
N=118		
1%	CHNC is the program coordinator	501
3%	CHNC is a consultant to the program	506, 564, 590, 670
9%	CHNC makes referrals to the program	500, 548, 583, 590, 603, 614, 640, 658, 670, 677, 689
1%	CHNC is responsible for budget management	501
31%	CHNC is not involved in the program	438, 459, 508, 517, 520, 531, 546, 552, 553, 554, 555, 556, 557, 558, 565, 568, 578, 586, 594, 595, 596, 598, 608, 612, 622, 636, 640, 642, 644, 649, 671, 676, 678, 686, 688, 691, 692
6%	Other	463, 564, 570, 573, 595, 652, 668
53%	There is no Hotel Lodging at this facility	402, 436, 437, 442, 452, 460, 502, 509, 515, 518, 519, 525, 526, 527, 528, 529, 532, 534, 535, 538, 541, 543, 544, 549, 561, 581, 585, 597, 600, 605, 607, 609, 610, 613, 618, 619, 620, 621, 623, 626, 629, 630, 632, 635, 637, 646, 647, 648, 653, 655, 656, 657, 659, 660, 665, 667, 673, 674, 679, 693, 757

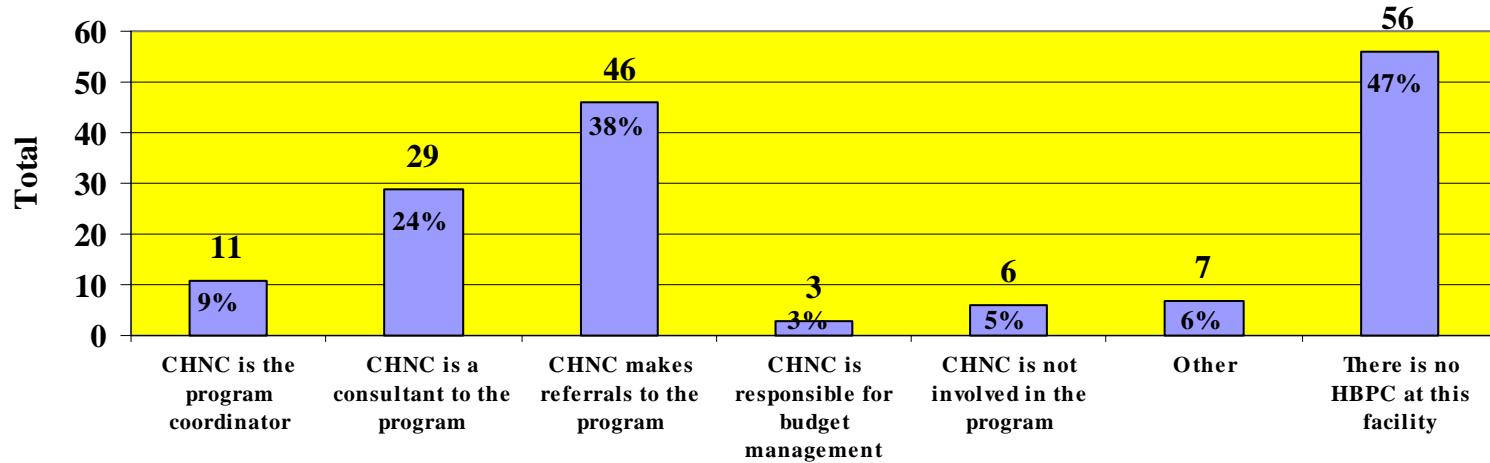
Role the CHNC/CHNC Program has in Home Health Referrals (Fee Basis)		Stations indicating a role*
N = 122		
53%	CHNC is the program coordinator	437, 438, 452, 459, 460, 502, 508, 509, 515, 516, 517, 518, 528, 532, 534, 535, 538, 544, 549, 552, 554, 555, 557, 558, 564, 565, 568, 586, 595, 596, 597, 598, 603, 609, 610, 612, 618, 619, 621, 622, 623, 629, 635, 637, 640, 644, 646, 648, 649, 652, 653, 656, 657, 658, 659, 660, 665, 667, 670, 674, 676, 678, 686, 689, 693
42%	CHNC is a consultant to the program	437, 442, 460, 500, 501, 502, 506, 509, 529, 531, 538, 541, 542, 548, 553, 554, 555, 557, 561, 564, 578, 581, 583, 590, 594, 595, 596, 598, 600, 603, 605, 613, 619, 620, 630, 632, 636, 649, 652, 658, 664, 665, 672, 673, 674, 676, 677, 688, 689, 691, 757
64%	CHNC makes referrals to the program	402, 437, 438, 442, 452, 460, 500, 501, 502, 509, 515, 516, 517, 518, 525, 526, 528, 529, 534, 538, 541, 543, 552, 553, 554, 555, 557, 561, 564, 565, 578, 581, 583, 590, 594, 595, 596, 598, 600, 603, 605, 609, 610, 614, 618, 619, 620, 623, 626, 629, 630, 632, 635, 636, 642, 647, 649, 652, 653, 655, 656, 658, 659, 664, 665, 670, 673, 674, 676, 677, 678, 686, 688, 689, 691, 692, 757
10%	CHNC is responsible for budget management	460, 517, 538, 541, 558, 603, 609, 629, 637, 657, 658, 678
4%	CHNC is not involved in the program	436, 520, 546, 556, 608
20%	Other	463, 508, 519, 529, 542, 552, 555, 561, 570, 573, 585, 603, 607, 618, 626, 632, 640, 648, 656, 668, 674, 677, 691, 757
2%	There is no Home Health Referrals (Fee Basis) at this facility	527, 679
Role the CHNC/CHNC Program has in Home Health Referrals (All Other Payment Sources)		Stations indicating a role*
N = 122		
69%	CHNC is the program coordinator	402, 437, 438, 452, 459, 460, 500, 501, 502, 506, 508, 509, 516, 517, 518, 526, 527, 528, 529, 532, 534, 535, 538, 541, 544, 549, 552, 553, 554, 555, 557, 558, 564, 565, 568, 581, 586, 595, 596, 597, 598, 600, 603, 609, 610, 618, 619, 620, 621, 622, 623, 626, 629, 630, 632, 635, 636, 637, 640, 644, 646, 648, 649, 652, 653, 655, 656, 657, 658, 659, 660, 667, 670, 671, 672, 673, 674, 676, 677, 678, 686, 689, 693, 757
38%	CHNC is a consultant to the program	437, 442, 460, 502, 509, 515, 526, 538, 541, 542, 543, 548, 553, 554, 557, 561, 564, 578, 581, 583, 590, 594, 595, 596, 598, 600, 603, 605, 612, 613, 619, 649, 652, 658, 659, 664, 665, 671, 672, 674, 676, 688, 689, 691, 692, 757
63%	CHNC makes referrals to the program	437, 438, 442, 452, 460, 500, 501, 502, 509, 515, 516, 517, 518, 525, 526, 534, 538, 541, 543, 546, 548, 552, 553, 554, 555, 557, 561, 564, 565, 578, 581, 583, 590, 594, 595, 596, 598, 600, 603, 605, 609, 610, 613, 614, 618, 619, 620, 623, 626, 629, 630, 632, 635, 642, 647, 649, 652, 653, 655, 656, 658, 659, 664, 670, 671, 672, 673, 674, 676, 677, 678, 686, 688, 689, 691, 757
3%	CHNC is responsible for budget management	437, 460, 541, 603
3%	CHNC is not involved in the program	436, 520, 556, 608
16%	Other	463, 508, 516, 519, 529, 531, 542, 555, 570, 573, 585, 607, 620, 648, 656, 668, 670, 677, 691
1%	There is no Home Health Referral (All Other Payment Sources) at this facility	679

Role the CHNC/CHNC Program has in VA Home Care Visits (other than HBPC) (Care provided in the home under a program other than HBPC, i.e., Community Care Program (Chicago), PATCH (Patient Access to Community Health - Popular Bluff), etc.)		Stations indicating a role*
N = 119		
6%	CHNC is the program coordinator	437, 538, 595, 597, 610, 649, 658
8%	CHNC is a consultant to the program	437, 538, 595, 618, 619, 620, 647, 649, 658, 691
12%	CHNC makes referrals to the program	437, 538, 555, 595, 605, 610, 619, 646, 647, 649, 658, 689, 691, 693
1%	CHNC is responsible for budget management	437
4%	CHNC is not involved in the program	520, 554, 556, 679, 692
13%	Other	529, 532, 554, 555, 557, 595, 607, 618, 619, 620, 656, 658, 664, 668, 757
72%	There is no VA Home Care Visits (other than HBPC) at this facility	402, 436, 438, 442, 452, 459, 460, 463, 500, 501, 502, 506, 508, 509, 515, 517, 518, 519, 525, 526, 527, 528, 531, 534, 535, 541, 543, 544, 546, 548, 549, 552, 553, 558, 561, 564, 565, 568, 570, 573, 578, 581, 583, 585, 586, 590, 594, 596, 598, 600, 603, 608, 609, 612, 613, 614, 618, 621, 622, 623, 626, 629, 630, 632, 635, 637, 640, 642, 644, 648, 652, 653, 655, 657, 659, 660, 665, 667, 670, 671, 673, 674, 676, 677, 678, 686
Role the CHNC/CHNC Program has in High -Tech Home Care (e.g., IV infusions, ventilator care, etc.)		Stations indicating a role*
N = 119		
26%	CHNC is the program coordinator	506, 508, 516, 517, 528, 534, 538, 541, 544, 555, 558, 586, 598, 603, 612, 622, 629, 635, 640, 644, 648, 649, 652, 657, 658, 665, 667, 670, 677, 686, 688
17%	CHNC is a consultant to the program	500, 502, 538, 543, 554, 555, 578, 581, 598, 603, 618, 621, 636, 649, 652, 658, 665, 671, 673, 691
34%	CHNC makes referrals to the program	500, 502, 515, 516, 517, 518, 528, 538, 543, 546, 549, 554, 555, 578, 581, 596, 600, 603, 605, 610, 614, 618, 621, 629, 632, 635, 636, 649, 652, 658, 660, 664, 665, 670, 671, 673, 677, 686, 688, 691
9%	CHNC is responsible for budget management	508, 538, 558, 603, 612, 629, 648, 657, 658, 670, 688
2%	CHNC is not involved in the program	520, 556
16%	Other	501, 508, 525, 531, 534, 557, 565, 585, 595, 618, 642, 648, 656, 660, 665, 668, 677, 689, 691
42%	There is no Hi-Tech Home Care Program at this facility	402, 436, 437, 438, 442, 452, 459, 460, 463, 509, 519, 526, 527, 529, 532, 535, 548, 552, 553, 561, 564, 568, 570, 573, 583, 590, 594, 597, 607, 608, 609, 613, 618, 619, 620, 623, 626, 630, 637, 646, 647, 653, 655, 659, 676, 678, 679, 692, 693, 757

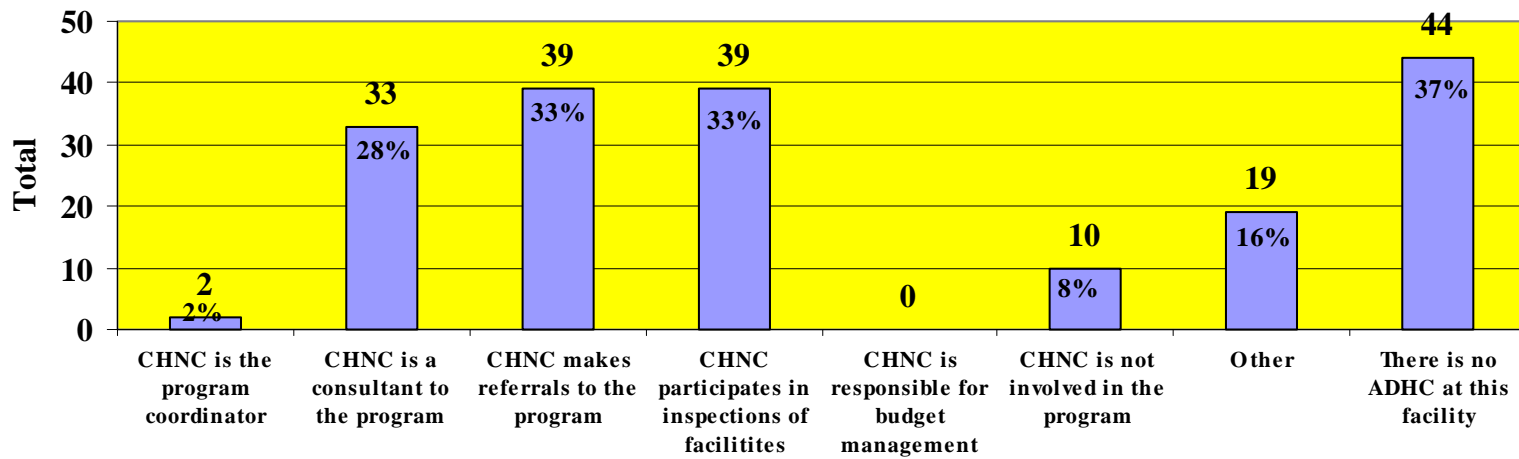
Role the CHNC/CHNC Program has in Spinal Cord Injury Home Care		Stations indicating a role*
N = 118		
4%	CHNC is the program coordinator	528, 558, 620, 629, 652
18%	CHNC is a consultant to the program	500, 501, 508, 517, 541, 557, 561, 578, 581, 608, 618, 619, 640, 652, 657, 670, 673, 674, 691, 692, 693
23%	CHNC makes referrals to the program	500, 517, 528, 541, 554, 555, 578, 581, 586, 596, 605, 614, 618, 620, 621, 629, 640, 652, 664, 665, 670, 671, 673, 674, 677, 686, 691
1%	CHNC is responsible for budget management	629
11%	CHNC is not involved in the program	402, 438, 509, 515, 520, 526, 543, 546, 556, 613, 635, 642, 659
14%	Other	463, 502, 508, 525, 531, 541, 555, 565, 594, 595, 600, 620, 623, 673, 689, 691, 757
48%	There is no Spinal Cord Injury Home Care at this facility	436, 437, 442, 452, 459, 460, 506, 518, 519, 527, 529, 532, 534, 535, 538, 544, 548, 549, 552, 553, 564, 568, 570, 573, 583, 585, 590, 597, 598, 603, 607, 609, 610, 612, 618, 622, 626, 630, 632, 636, 637, 644, 646, 647, 648, 649, 653, 655, 656, 658, 660, 667, 668, 676, 678, 679, 688

* Station/facility alpha and VISN listing provided in the Appendix. Stations may have indicated multiple roles.

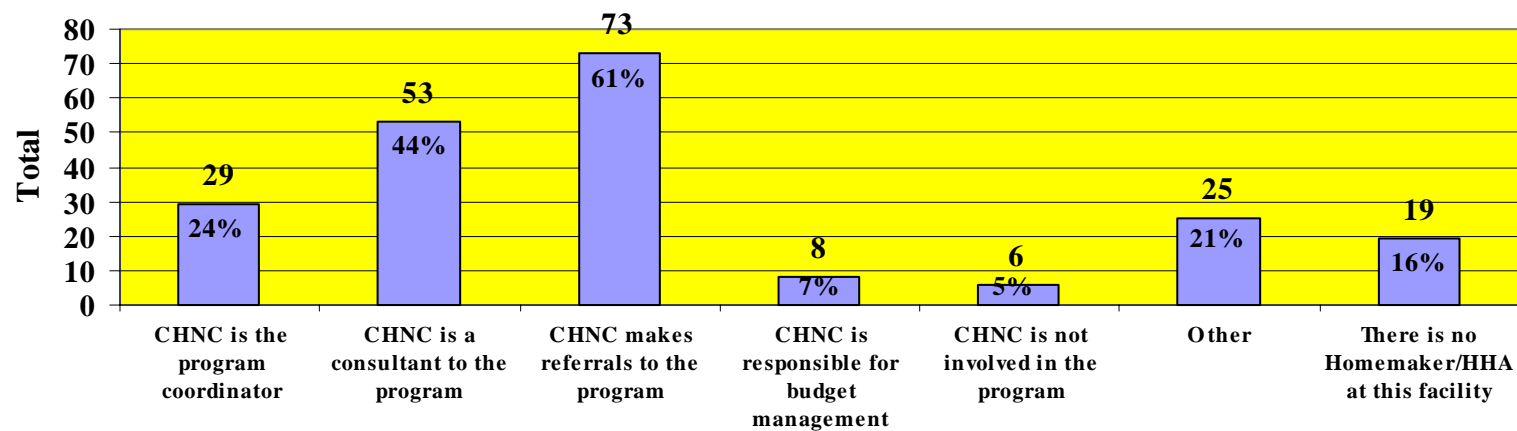
National N=120
Role of the CHNC/CHNC Program has in HBPC



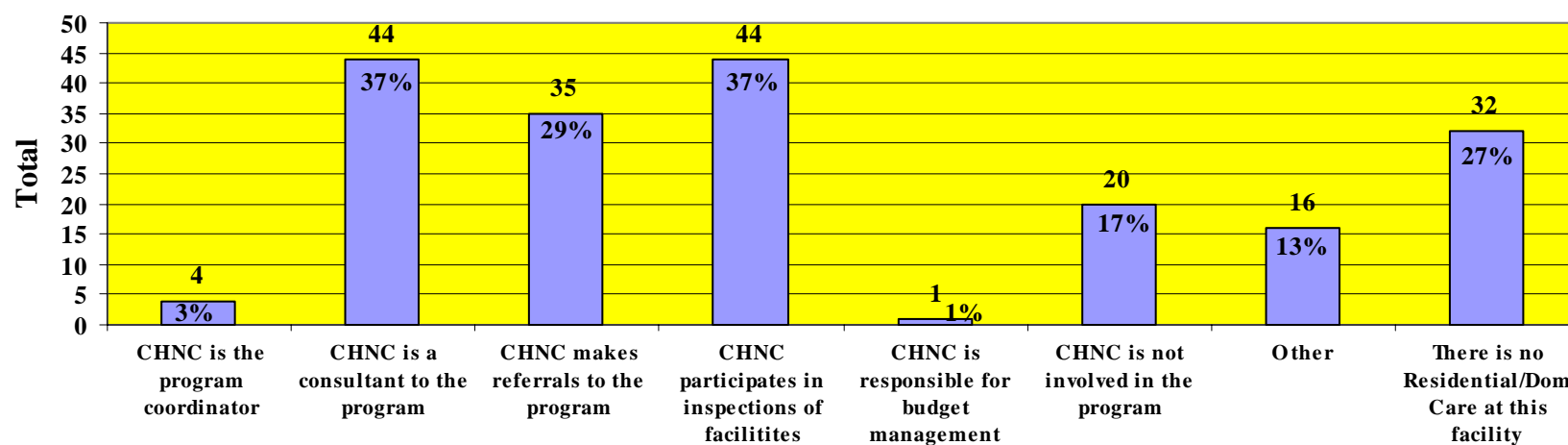
National N=120
Role of the CHNC/CHNC Program has in ADHC



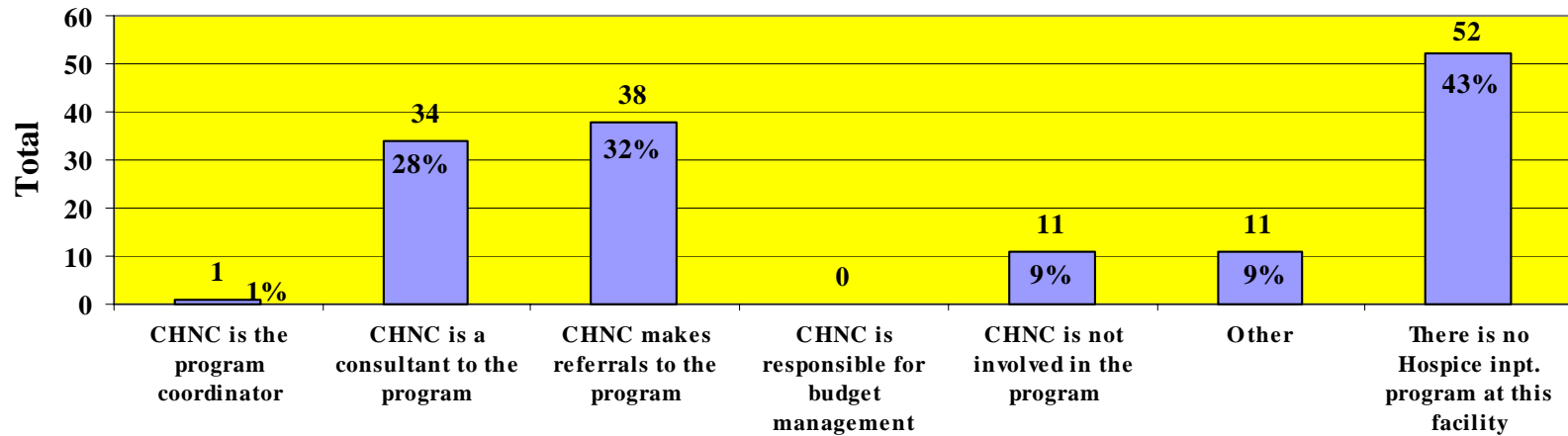
National N=120
Role the CHNC/CHNC Program has in Homemaker/Home Health Aide



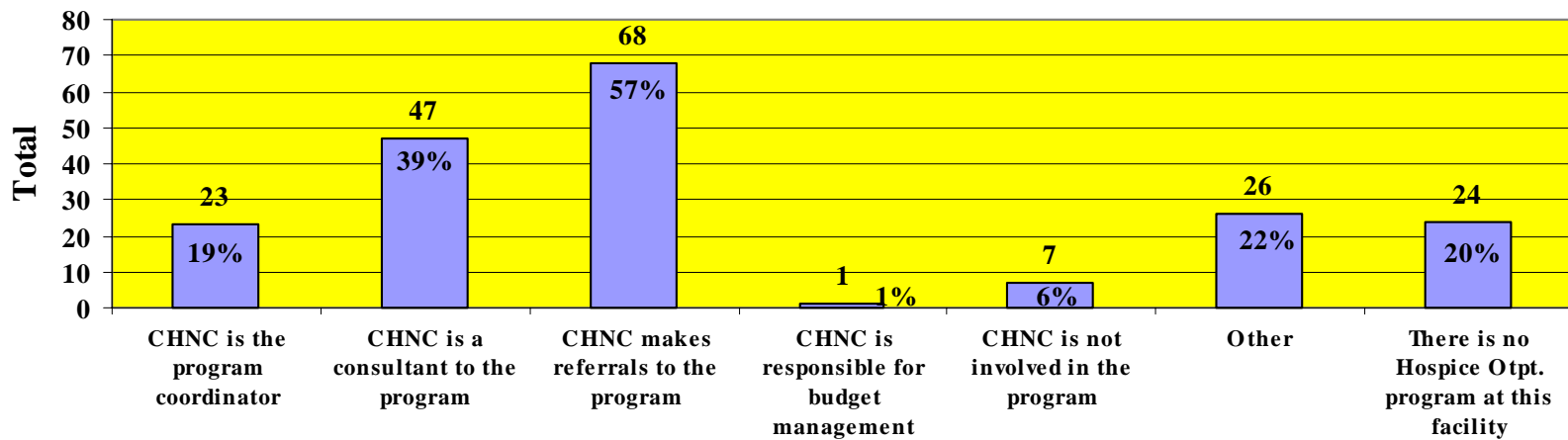
National N=120
Role the CHNC/CHNC Program has in Residential/Domiciliary Care



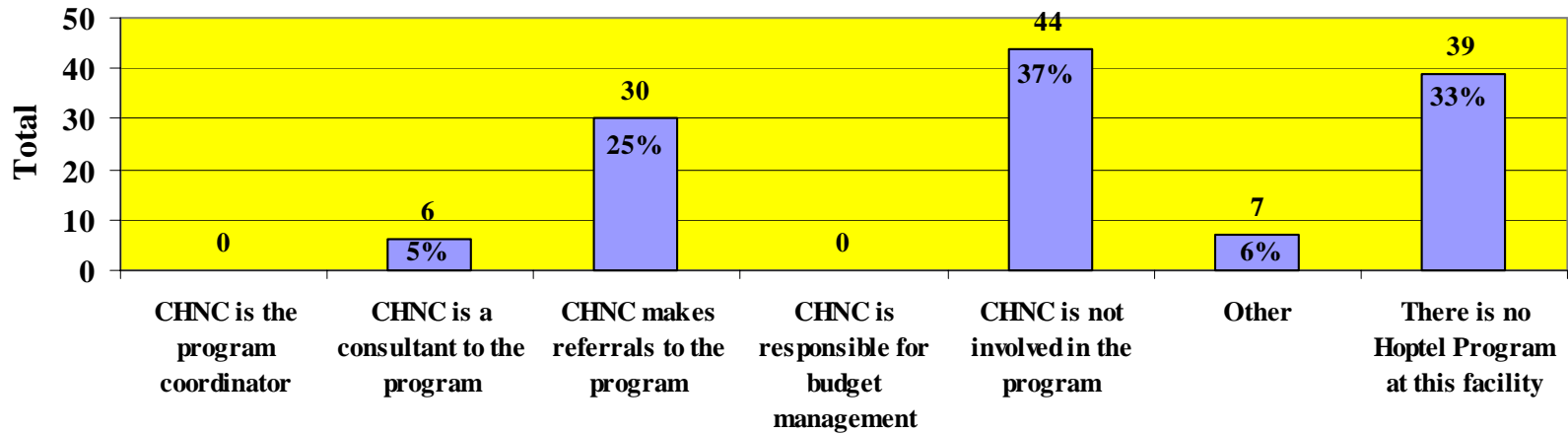
National N=120
Role the CHNC/CHNC Program has in Hospice Inpatient Program



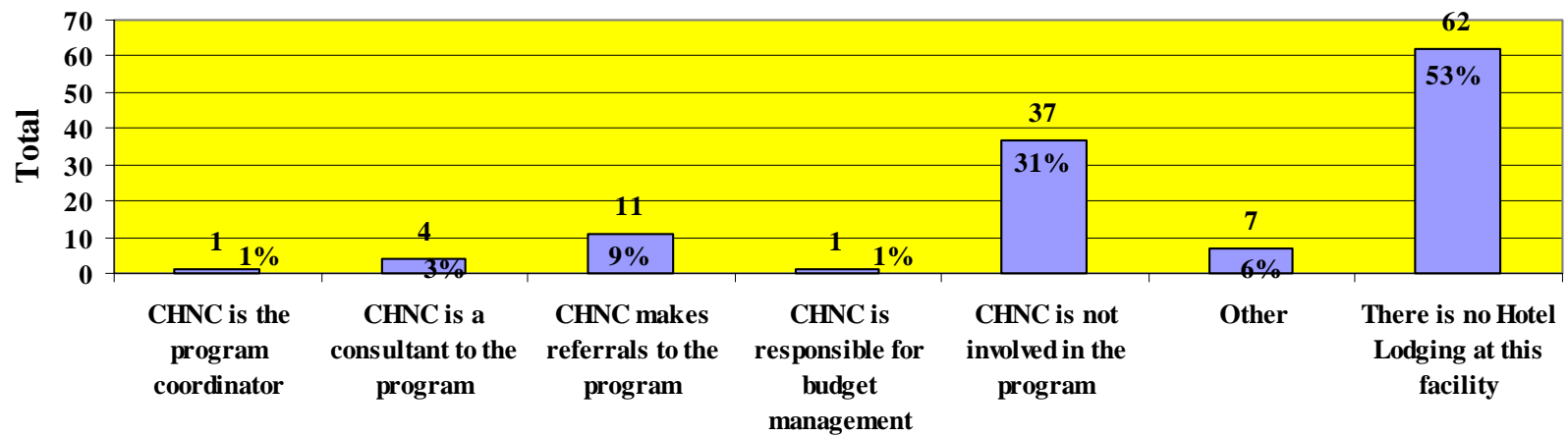
National N=120
Role the CHNC/CHNC Program has in Hospice Outpatient Program



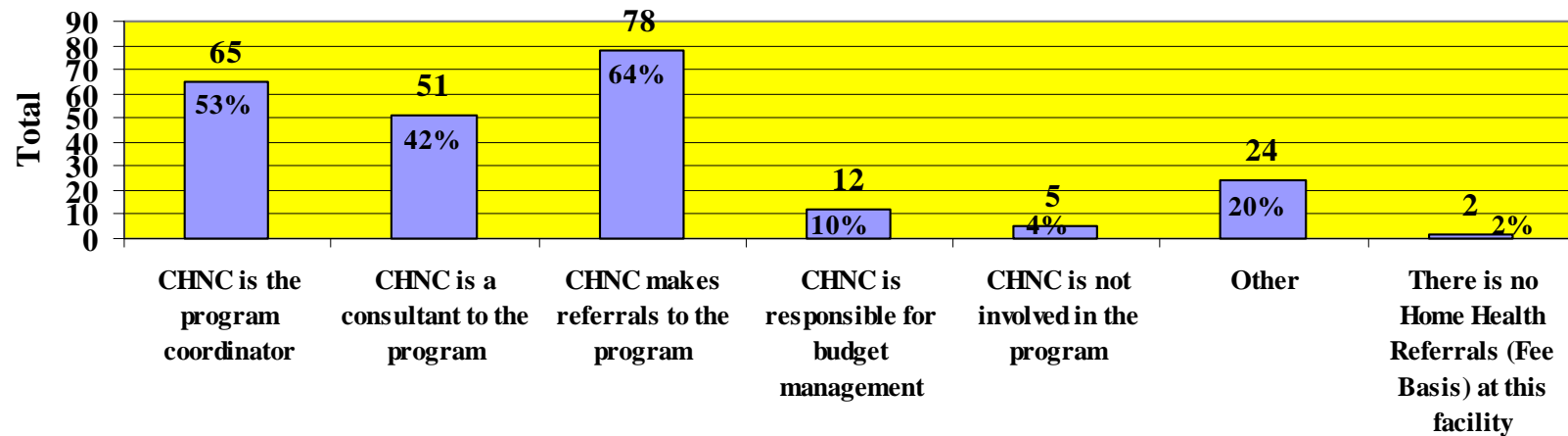
National N=118
Role the CHNC/CHNC Program has in Hoptel



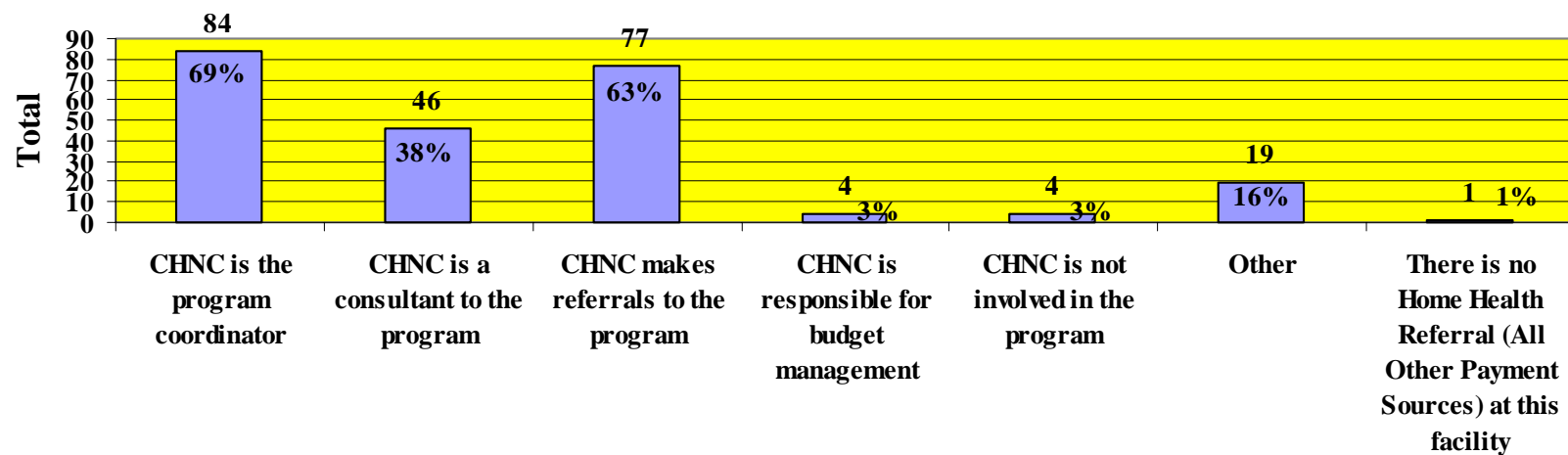
National N=118
Role the CHNC/CHNC Program has in Hotel Lodging



National N=122
Role the CHNC/CHNC Program has in Home Health Referrals (Fee Basis)

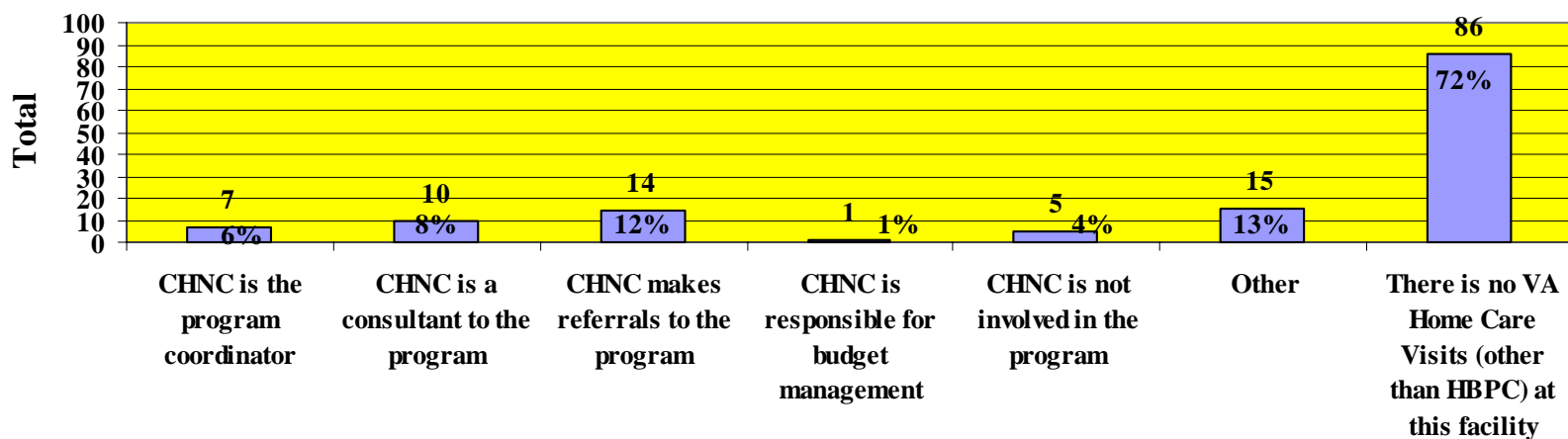


National N=122
Role the CHNC/CHNC Program has in Home Health Referrals (All Other)



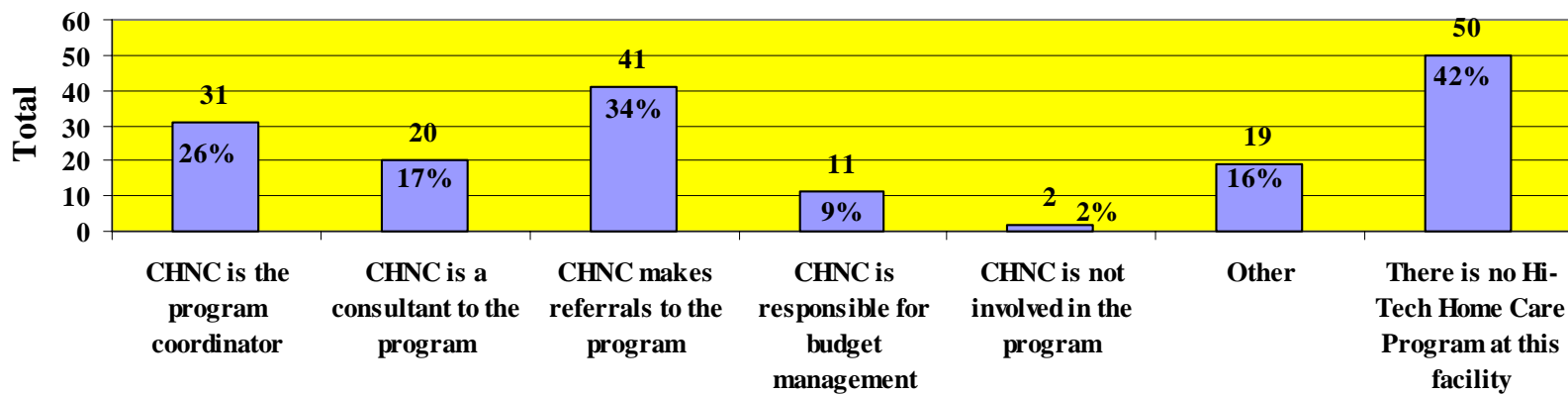
National N=119

Role the CHNC/CHNC Program has in VA Home Care Visits (other than HBPC)

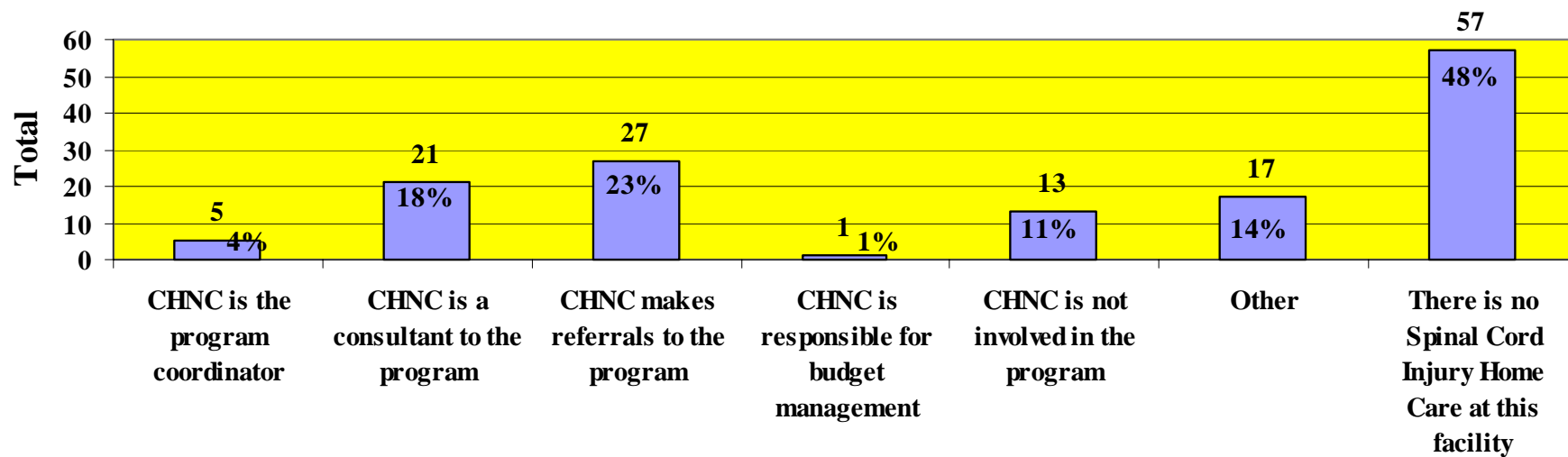


National N=119

Role the CHNC/CHNC Program has in Hi-Tech Home Care (e.g., IV infusions, ventilator care, etc.)



National N=118
Role the CHNC/CHNC Program has in Spinal Cord Injury Home Care

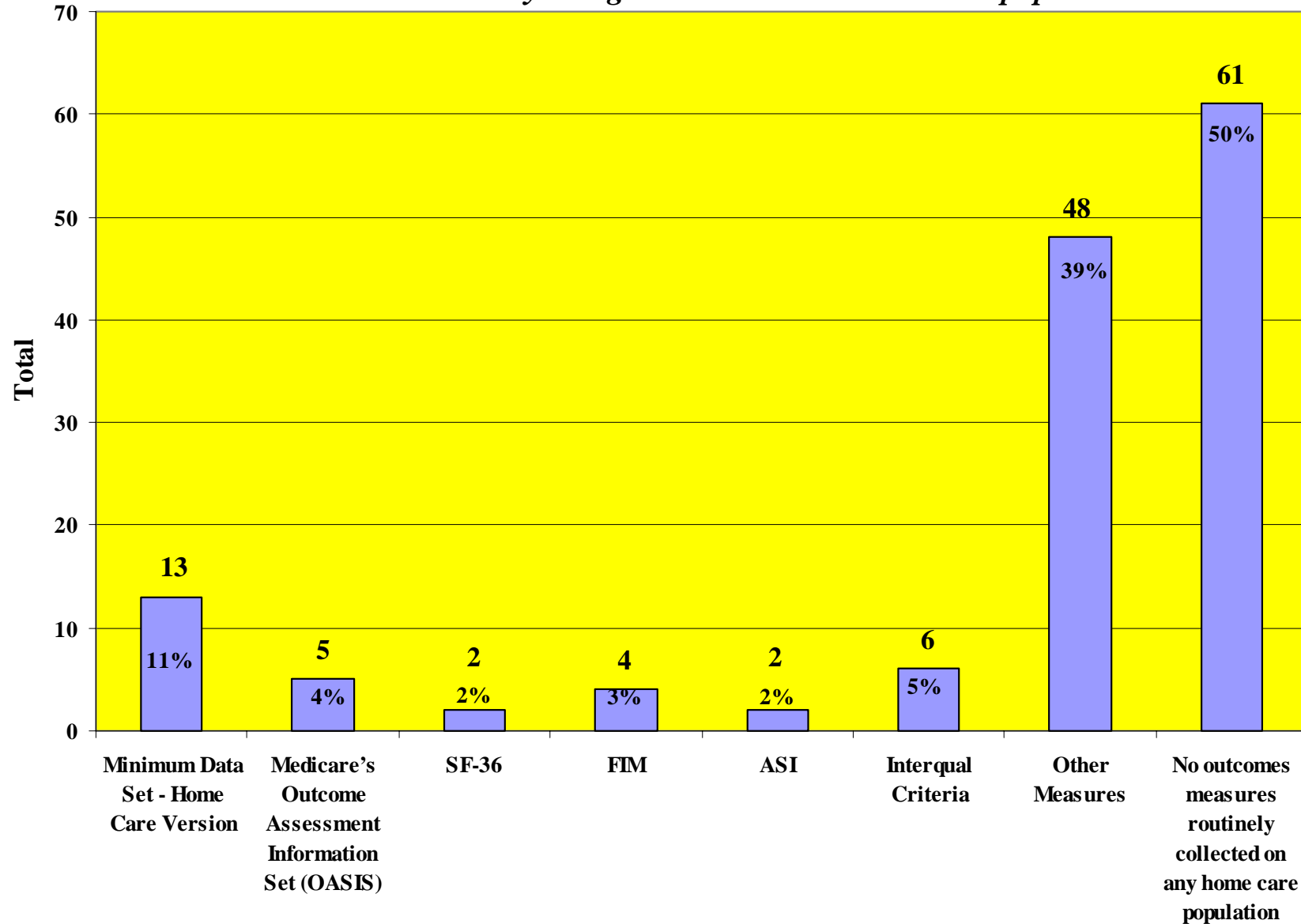


Outcome measures currently being collected on the home care population:		Stations currently collecting outcome measures*
N=123		
11%	Minimum Data Set - Home Care Version	506, 527, 531, 549, 553, 597, 608, 610, 612, 640, 649, 671, 677
4%	Medicare's Outcome Assessment Information Set (OASIS)	506, 531, 538, 594, 688
2%	Short Form Health Status (SF-36)	531, 689
3%	Functional Independence Measure (FIM)	500, 614, 649, 677
2%	Alcohol Severity Index (ASI)	506, 597
5%	Interqual Criteria	506, 548, 550, 598, 647, 679
39%	*Other Measures (See below)	402, 437, 460, 508, 512, 514, 518, 525, 526, 527, 528, 529, 534, 535, 541, 543, 546, 549, 550, 554, 557, 564, 565, 586, 594, 595, 598, 600, 605, 609, 610, 614, 619, 620, 622, 629, 632, 654, 658, 659, 660, 662, 664, 667, 670, 672, 678, 691
	*Specify	Activities of Daily Living; Home health care summary reports; recidivism, falls, Patient Satisfaction, pain management, infection control; Nosocomial infection rates; Homecare utilization; Timeliness of referral; Unscheduled outpatient clinic/ER visits; Mortality rates.
50%	No outcomes measures routinely collected on any home care population	436, 438, 442, 452, 459, 463, 501, 503, 508, 509, 516, 517, 523, 532, 544, 552, 555, 556, 558, 561, 568, 570, 573, 578, 581, 583, 585, 596, 603, 607, 613, 621, 623, 626, 630, 635, 636, 637, 640, 642, 644, 646, 648, 650, 652, 653, 655, 656, 657, 662, 665, 666, 668, 674, 676, 686, 689, 692, 693, 756, 757

* Station/facility alpha and VISN listing provided in the Appendix.

National N=123

Outcome measures currently being collected on the home care population



Sources with Examples of Established Protocols and Tools

To obtain more information/hard copies of the following protocols and/or tools, please contact the Community Health Nurse Coordinator (CHNC) at the appropriate facility.

Topic

Facility

Adult Day Health Care

VAMC Brooklyn, NY
VA Western New York Healthcare System

Adult Day Health Care Referral Form

VAMC Bedford, MA

Community Health Program

VAMC Portland, OR

Community Nursing Home Contracting

VAMC Salisbury, NC

Community Residential Care Home
Program Policy

VA New Jersey Healthcare System
VAMC San Diego, CA
VAMC St. Louis, MO
VAMC Washington, DC

Contract Adult Day Health Care Program

VA Central Texas Healthcare System
VAMC Salem, VA

Discharge Planning

VAMC Atlanta, GA
VA Central Alabama Healthcare System
VAMC Lebanon, PA

Domiciliary Care Program

VAMC Bay Pines, FL
VA Central Texas Healthcare System

Eligibility Criteria for Geriatric/
Extended Care Programs

VAMC Washington, DC

Topic

End of Life/Hospice Care

Functional Statement/CHNC

Home Based Primary Care

Home Health Care Referral Procedure

Home Infusion Therapy

Homemaker/Home Health Aide

Home Mechanical Ventilation

Home Oxygen

Facility

VAMC Decatur, GA

VAMC Salem, VA

VAMC Washington, DC

VA Western New York Healthcare System

VAMC Columbia, MO

VAMC Loma Linda, CA

VA New Jersey Healthcare System

VAMC West Palm Beach, FL

VAOPC Orlando, FL

VAMC Columbia, MO

VAMC Loma Linda, CA

VAMC Salt Lake City, UT

VAMC St. Louis, MO

VA Western New York Healthcare System

VAMC Canandaigua, NY

VAMC New York City, NY

VAMC Northport, NY

VA Palo Alto Healthcare System

VA Western New York Healthcare System

VAMC Bay Pines, FL

VAMC Louisville, KY

VAMC Bay Pines, FL

VA Central Alabama Healthcare System

VA Chicago Healthcare System

VAOPC Columbus, OH

Topic**Facility**

Informatics:

Computerized Referral Tracking
Computerized Progress Notes

VAMC Richmond, VA
VAMC Danville, IL

Inspection Documentation Tool:

ADHC Inspection
Community Nursing Home
Contract Nursing Home

VAMC Battle Creek, MI
VA Northern California Healthcare System
VAMC Fayetteville, AR
VAMC Salt Lake City, UT
VA Central Alabama Healthcare System

State Nursing Home Tool

Organizational Chart

VAMC Portland, OR
VA South Texas Healthcare System
VAMC Washington, DC

Patient Satisfaction Survey

VAMC Columbia, MO

Performance/Competency

VA Central Iowa Healthcare System
VAMC Columbia, MO
VAMC Durham, NC

Performance Improvement/Quality
Improvement Examples

VA Central Alabama Healthcare System
VAMC Salt Lake City, UT
VAMC San Diego, CA

Rate Information

VAM&ROC Wilmington, DE

Topic

Respite Care

Spinal Cord Injury Home Care

Workload Statistics

Facility

VAMC Long Beach, CA

VAMC Dayton, OH

VAMC Tampa, FL

VAMC Richmond, VA

Last Name	First Name	City	State	Commercial
Akiko Bennett	Jill	Honolulu	HI	808.566.1438
Albee	Doreen	Buffalo	NY	716.862.3606
Alcantara	Lydia	West Los Angeles	CA	310.478.3711,x83496
Alcorin	Mary	Brooklyn	NY	718.567.4018
Allen	Roberta	Montrose	NY	914.737.4400,x2715
Amiot	Dianne	Salisbury	NC	704.638.9000,x3846
Andersen	Susan	Sioux Falls	SD	605.336.3230,x6544
Anderson	Vennie	Marion	IL	618.997.5311,x4295
Anderson	Jacqueline	Montrose	NY	914.737.4400,x2138
Apking	Maureen	Muskogee	OK	918.680.3762
Baker	Loretta	Roseburg	OR	503.433.4165
Barton	Nancy (NP)	Wichita	KS	316.685.2221,x3535
Barbieri	Ellen	San Diego	CA	619.552.8585,x7291
Bechtel	Beverly	Tucson	AZ	520.792.1450,x6629
Begeman	Fay	Pensacola	FL	904.476.1100,x6650
Belisle	Marcia	Minneapolis	MN	612.725.2043
Benefield	Julia	Perry Point	MD	410.642.2411,x5698
Benjamin-Bovell	Catherine	New York	NY	212.951.5982
Bernus	Emily	Long Beach	CA	562.494.5478
Bittner	Mary	Butler	PA	724.477.5029,x4514
Blackwell	Toni	Spokane	WA	509.328.4521
Blair	Maureen	Palo Alto	CA	415.852.3499
Blouin-Burelle	Michelle	Northampton	MA	413.584.4040,x2239
Boswell	Carolyn	Portland	OR	503.220.8262,x3835
Boushell	Maura	Brockton	MA	617.323.7700,x6650

Last Name	First Name	City	State	Commercial
Boyajian	Elaine	Providence	RI	401.273.7100,x2654
Boyle	Barbara	Coatesville	PA	610.380.4349,x433
Brammer	Cathy	Huntington	WV	304.429.6741,x2109
Bratton	Peg	Cheyenne	WY	307.778.7316
Brewer	Kathy	Lexington	KY	606.233.4511,x4486
Brown	Della	Cleveland	OH	216.791.3800,x4541
Brown	Susan	Port Richey	FL	813.869.3203
Bryant	Mae	Hampton	VA	757.722.9961,x2170
Bulgar	Susan	Brockton	MA	617.323.7700,x6650
Caldwell	Marian	Fayetteville	NC	910.488.2120,x7318
Caldwell	Constance	Nashville	TN	615.327.5318
Calhoon	Antoinette (Toni)	Loma Linda	CA	909.825.7084,x2069
Campbell	Patricia (Patty)	Fort Wayne	IN	219.426.5431
Campbell	Joan	New York	NY	212.951.6329
Carter	Mary	Decatur	GA	404.321.6111,x7720
Cash	Kaye	Richmond	VA	804.675.5000,x3895
Clark	Mary	Alexandria	LA	318.473.0010,x2639
Cohen	Claudia	Charleston	SC	803.577.5011,x6013
Cottingham	Christean	Cleveland	OH	216.791.3800,x4587
Couzzens	Lana	Pittsburgh (UD)	PA	412.688.6871
Crawford	Barbara	Fort Harrison	MT	406.442.6410,x7315
Culver	Rebecca	Mountain Home	TN	423.925.1171,x2058
David	Carolyn	Augusta	GA	706.733.0188,x7605
Davis	Patricia	Salisbury	NC	704.638.9000,x2652
Day	H. Joy	Tampa	FL	813.972.2000,x6039
DeClark	Kathie	Iron Mountain	MI	906.774.3300,x2520

Last Name	First Name	City	State	Commercial
Dills	Sharon	Louisville	KY	502.895.3401
Divina	Caridad	Sepulveda	CA	818.895.9552
Dolan	Barbara	Saint Louis	MO	314.894.5797
Donkle	Karen	Fort Lyon	CO	719.456.1260,x3431 or
Drake	Elizabeth	Clarksburg	WV	304.623.3461,x3701
Drake	Audrey	Washington	DC	202.273.8424
Duncanson	Norma	Montrose	NY	914.737.4400,x2214
Earl	Betty Jean	Reno	NV	702.328.1455
Emerick	Jayne	Indianapolis	IN	317.554.0000,x3182
Esterak	Charles	Bonham	TX	903.583.6718
Ferguson	Mavis	Martinsburg	WV	304.263.0811,x3267
Flatoff	Kathleen	Tomah	WI	608.372.1102
Ford	Margaret	Dallas	TX	214.376.5451,x5206
Foster	Arnedo	Kansas City	MO	816.861.4700,x6561
Foster	Suzanne	Kansas City	MO	816.861.4700X6560
Fowler	Connie	Big Spring	TX	914.263.7361,x7020
Francesco	Carol	Lyons	NJ	908.647.0180,x4781
Fredericks	Christina	Castle Point	NY	914.831.2000,x5108
Freson	Rose	Dayton	OH	937.268.6511,x2597
Fretheim	Marva	Richmond	VA	804.675.5000,x3897
Frick	Susan	Iowa City	IA	319.338.0581,x6823
Fuller	Virginia	White River Junction	VT	802.295.9363,x5090
Gardner	Joanne	Newington	CT	860.666.6951,x6016
Gawlik	Gail	Boston	MA	617.232.9500,x5718
Gebhart	Ronald	Washington	DC	202.273.8558
Geer	Christine	Pittsburgh (UD)	PA	412.365.4816

Last Name	First Name	City	State	Commercial
George	Wanda	San Juan	PR	787.758.7575,x5312
Gilling	Carol	Battle Creek	MI	616.966.5600X5643
Gmerek	Gregory	Detroit	MI	313.576.4433
Goodman	Sandra	Oklahoma City	OK	405.270.0501,x5688
Gore	Theresa	San Antonio	TX	210.617.5300,x5115
Gorham	Kathy	Murfreesboro	TN	615.893.1360,x3780
Gorman	Sarah	Boston	MA	617.232.9500,x5699
Graham	Winnie	Walla Walla	WA	509.525.5200,x2593
Greer	Lucille	Chillicothe	OH	614.773.1141,x7378
Hall	Patricia	Louisville	KY	502.895.3401
Hall	Marian	Perry Point	MD	410.642.2411,x6880
Hansen	Michael	Hot Springs	SD	605.745.2000,x2449
Haren	Noreen	New York	NY	202.951.3457
Harris	Chelsea	Baltimore	MD	410.605.7000,x6774
Harris	Blossom	Tampa	FL	813.972.7612
Hart	Susan	Seattle	WA	206.762.1010,x3660
Hester	Jean	Northport	NY	516.261.4400,x2072
Hicks	Audrey	Nashville	TN	615.327.4751,x5056
Holloway	Lisa	Tuscaloosa	AL	205.554.2000,x2458
Hoover	Twyla	Knoxville	IA	515.842.3101,x5132
Horan	Dorothy	Providence	RI	401.273.7100
Houser	Erma	Tuskegee	AL	334.727.0550,x3152
Howell	Jacqueline	Durham	NC	919.286.0411,x5014
Hughes	Sadie	Cincinnati	OH	513.475.6492
Hulbert	Janice	Salt Lake City	UT	801.582.1565,x1686
Hyneman	Ann	Philadelphia	PA	215.823.5871
Ives	Virginia	Wilmington	DE	302.633.5330
Jackson	Susan	Washington	DC	202.745.8427
Jackson	Brenda	Bay Pines	FL	813.398.6661,x5581

Last Name	First Name	City	State	Commercial
Jacobs	Marilyn	Bedford	MA	617.275.7500,x2275
Jaramillo	Barbara	Albuquerque	NM	505.265.1711,x4791
Jasek	Sharon	Syracuse	NY	315.477.4575
Johnson	Lillie	Cleveland	OH	216.791.3800x4587
Johnson	Patricia	Baltimore	MD	410.605.7000,x6769
Johnston	Elizabeth	Fayetteville	AR	501.443.4301,x5581
Johnston	Ella Jo	Saint Cloud	MN	320.255.6369
Jones	Judith	Jackson	MS	601.362.4471,x1828
Jordan	Darlene	Houston	TX	713.791.1414
Kasl	Connie	Kansas City	MO	816.861.4700,x6559
Kieczkajlo	Cathy	Wilkes Barre	PA	717.824.3521,x7931
Klarie	Florence	Bronx	NY	718.584.9000,x5363
Kronenberg	Joy	Erie	PA	814.868.8661
Kwietniewski	Kim	Buffalo	NY	716.862.3606
Laufenberg	Katherine	Fort Meade	SD	605.347.7155
Lavoie-Vaughan	Nanette	West Palm Beach	FL	561.882.7039
Leeper	Sybil	Little Rock	AR	501.660.2051,x2431
Lerum	Terry	Fort Harrison	MT	406.442.6410,x7315
Lewis	Wynoka	Marion	IN	765.694.3321,x3335
Libbey	Mary	Brockton	MA	617.323.7700,x6651
Light	Constance (Connie)	Chillicothe	OH	614.773.1141,x7367
Limson	Milda	Lyons	NJ	908.647.0180x4780
Little	Mary Ellen	Bath	NY	607.776.2111,x1347
Locke	Judy	Phoenix	AZ	602.277.5551,x7365

Last Name	First Name	City	State	Commercial
Loewenhardt	Pauline	Tampa	FL	813.978.5904
Loges	Carol	Seattle	WA	206.762.1010,x3528
Lowrey	Rita	Temple	TX	
Ludwig	Patricia	Buffalo	NY	716.862.3606
Magee	Geraldine	Decatur	GA	404.321.6111,x7720
Manns	Linda	Salem	VA	540.983.2463.1017
Mars	Susan	Ann Arbor	MI	313.769.7100,x5986
Martin	Edwin	Albany	NY	518.462.3311,x3176
Martin	Cassandra	Shreveport	LA	318.424.6188
Martineau	Mary Sue	Lake City	FL	904.755.3016,x2397
Mason	Gwen	Omaha	NE	402.346.8800,x4217
Mays	Marylan	Salem	VA	540.982.2463.2524
McCandless	Kay	Pittsburgh (UD)	PA	412.365.4817
McCrackin	Diane	Boston	MA	617.232.9500,x5700
McDonell	Wendy	Minneapolis	MN	612.725.2043
McKinney	Katherine	Chicago (WS)	IL	312.666.6500,x2364
McNeese	Brenda	Houston	TX	713.791.1414,x7149
Mead	Mary Jo	Portland	OR	503.273.5200
Miller	Catherine	Saint Louis	MO	314.289.7014
Mitchell	Amy	Richmond	VA	804.675.3894
Molley-Strudwick	Jodi	Orlando	FL	407.629.1599,x1215
Morris	Patty	Lexington	KY	606.233.4511,x4465
Mosley	Ann	West Los Angeles	CA	310.478.3711,x43615
Mosley	Renee	Salem	VA	540.982.2463,x2532
Neilsen	Colleen	Lincoln	NE	402.486.7885
Northington	Randy	Poplar Bluff	MO	573.778.4712

Last Name	First Name	City	State	Commercial
O'Brien	Joan	Bay Pines	FL	813.398.6661,x5581
O'Brien	Barbara Jean	Reno	NV	
Oliver	Margaret (Nancy)	Chicago (LS)	IL	312.943.6600,x3879 or
Parlor	Lucy	Decatur	GA	404.321.611,x7720
Perove	Joan	Altoona	PA	814.943.8164,x7419
Pettinger	Ruth	Wilkes Barre	PA	717.824.3521,x7432
Phillips	Theresa	Dublin	GA	912.272.1210,x2388
Pittman	Donna	Asheville	NC	704.298.7911,x5213
Plante	Jean	Brooklyn	NY	718.836.6600,x6818
Plugge	Phyllis	Tuscaloosa	AL	205.554.2000,x2458
Podolsky	Pat (Pearl)	Miami	FL	305.324.4455,x3551
Pokorski	Virginia	Lincoln	NE	308.382.3660,x2361
Powell	Regina	Decatur	GA	404.728.7720
Prokop	Laura	Bay Pines	FL	813.398.6661,x5581
Qualtrough	Courtney	Kerrville	TX	830.896.2020,x2187
Quarg	Virginia	Erie	PA	814.868.8661
Raiola	Jan	Asheville	NC	704.298.7911,x5213
Randle	Seth	West Los Angeles	CA	310.478.3711,x40686
Rauch	Rosemary	Columbus	OH	614.257.5565
Reyes	Gloria	West Los Angeles	CA	310.478.3711,x40685
Riggs	Linda	Long Beach	CA	562.494.5474
Roberts	Barbara	Columbia	MO	573.814.6387
Robinson	Meri	Manchester	NH	603.624.4366,x6320
Rogers	Frankie	Decatur	GA	404.728.7720
Rogers	Rita	Mountain Home	TN	425.926.1171,x2981
Rogers	Jack	Fort Worth	TX	817.347.7339
Ruckle	Judith	Kansas City	MO	816.861.4700,x6559

Last Name	First Name	City	State	Commercial
Rudy	Ruth	Lebanon	PA	717.272.6621,x4378
Ryan	Bonnie	Washington	DC	202.273.6488
Salerno	Judith	Washington	DC	202.273.8540
Santos	Norma	San Juan	PR	787.758.7575,x5313
Sattler	Caroline	Cleveland	OH	440.526.3030,x6537
Sawabi	Roma	East Orange	NJ	201.676.1000,x2202
Schoeps	Dan	Washington	DC	202.273.8546
Schulenberg	Jane	Anchorage	AK	907.257.6913
Scott	Judy	Seattle	WA	253.582.8440,x6572
Scott	Lola Belle	Lebanon	PA	717.272.6621,x4365
Shaner	Doreen	Durham	NC	919.286.0411,x5014
Sherman	Mary	Saginaw	MI	517.793.2340,x3414
Sherman	Delores	Birmingham	AL	205.933.8101,x6567
Shoemaker	Diane	Tuskegee	AL	334.727.0550,x3133
Simdorn	Darlene	Fargo	ND	701.232.3241,x3673
Skeffington	Robert	Togus	ME	207.623.8411,x5264
Smith	Ella	Lexington	KY	606.233.4511,x3236
Smith	Deola	Hampton	VA	757.722.9961,x2552
Smith-LaMacchia	Rosemary	Baltimore	MD	410.605.7000,x6766
Sommer	Noreen	Palo Alto	CA	650.493.5000,x64538
Soroczak	Donna	Long Beach	CA	562.494.5474
Stacey	Cynthia	Gainesville	FL	904.374.6005
Stacy	Linda	Beckley	WV	304.255.2121,x4259
Stadler	Sue	Boise	ID	208.422.1227
Stephens	Louise	Dayton	OH	937.268.6511,x2597
Stokes	Donna	Brockton	MA	617.323.7700,x6650
Stone	Jan	Topeka	KS	785.350.3111,x2005

Last Name	First Name	City	State	Commercial
Stratman	Diane	Columbia (SC)	SC	803.776.4000
Swiebocki	Joan	Hines	IL	708.216.2594
Szarka	Martha	Louisville	KY	502.895.3401
Tatar	Sandra	Fort Howard	MD	
Tatem	Curtise	Chicago (WS)	IL	312.666.6500,x2364
Thomas	Betty	Denver	CO	303.399.8020,x3096
Thompson	Barbara	Des Moines	IA	515.699.5999
Thompson	Margaret Ann	Leavenworth	KS	913.682.2000,x2875
Thomson	Anne	Butler	PA	724.477.5029,x4514
Thymes-Leflore	Adrienne	New Orleans	LA	504.589.5287,x5085
Toone	Carol	Martinez	CA	510.372.2179
Tran	Jane	Palo Alto	CA	650.493.5000,x65546
Treadwell	Joyce	Los Angeles	CA	213.253.2677,x4427
Turner	Terri	Dayton	OH	937.268.6511,x1203
Vandevere	Kathleen	Denver	CO	303.399.8020,x2692
Vogel	Donna	West Haven	CT	203.932.5711,x4387
Vollrath	Linda	White City	OR	541.826.2111,x3652
Von Rhedey	Marsha	Canandaigua	NY	716.394.2000,x3608
Vorderstrasse	Karen	Portland	OR	360.965.1740
Voss	Marjorie	San Antonio	TX	210.617.5300,x5115
Wagner	Carol	Prescott	AZ	520.445.4860,x6593
Wall	Edna	East Orange	NJ	201.676.1000,x2207
Weber	Claire	North Chicago	IL	847.688.1900,x4129
Weicherding	Mary	Danville	IL	708.216.2594
Welch	Jean	Fresno	CA	209.225.6100,x5240
Wells	Verna	Biloxi	MS	601.388.5541x5180
Wilkiemeyer	Diana	San Francisco	CA	415.221.4810,x2736
Williams	Marian	Hines	IL	708.216.2594,x5070
Williams	Janet	Little Rock	AR	501.660.2051

Last Name	First Name	City	State	Commercial
Wilson	Nancy	Washington	DC	202.273.8337
Wintergerst	Mary Kevin	Louisville	KY	502.895.3401.5995
Witter	Linda	Oklahoma City	OK	405.270.0501,x5692
Wooten	Pat	Louisville	KY	502.895.3401
Wright	Karen	Amarillo	TX	806.355.9703,x7509
Wylie	Jan	Little Rock	AR	501.660.2051
Zaczek	Grace	Wilmington	DE	302.633.5330
Zawicki	Ann	Batavia	NY	716.344.3396

State/City	Name of Contact	Phone Numbers	Pager
AK	OPC: ANCHORAGE Name: Schulenberg, Jane RT Symbol: E-Mail:	2925 DEBARR RD FTS Phone: Comm Phone: 907.257.6913 FTS Fax: Comm Fax: 907.257.6710	ANCHORAGE AK 99508-2989 Pager #: Pager Comments:
AL	VAMC: BIRMINGHAM Name: Sherman, Delores RT Symbol: E-Mail:	700 S 19TH ST FTS Phone: Comm Phone: 205.933.8101,x6567 FTS Fax: Comm Fax: 205.933.4495	BIRMINGHAM AL 35233 Pager #: Pager Comments:
	VAMC: TUSCALOOSA Name: Holloway, Lisa RT Symbol: E-Mail:	3701 LOOP RD EAST FTS Phone: 700.228.2760 Comm Phone: 205.554.2000,x2458 FTS Fax: Comm Fax: 205.554.2064	TUSCALOOSA AL 35404 Pager #: Pager Comments:
	Name: Plugge, Phyllis RT Symbol: E-Mail: Plugge.Phyllis@Tuscaloosa.va.gov	FTS Phone: 700.228.2760 Comm Phone: 205.554.2000,x2458 FTS Fax: Comm Fax: 205.554.2064	Pager #: Pager Comments:
	VAMC: TUSKEGEE Name: Houser, Erma RT Symbol: E-Mail: Houser.Erma@Montgomery.va.gov	2400 HOSPITAL RD FTS Phone: 700.534.3152 Comm Phone: 334.727.0550,x3152 FTS Fax: Comm Fax: 334.727.2877	TUSKEGEE AL 36083 Pager #: Pager Comments:
	Name: Shoemaker, Diane RT Symbol: E-Mail: Shoemaker.Diane@Tuskegee.va.gov	FTS Phone: Comm Phone: 334.727.0550,x3133 FTS Fax: Comm Fax: 334.727.2877	Pager #: 7.173 Pager Comments:
AR	VAMC: FAYETTEVILLE Name: Johnston, Elizabeth RT Symbol: E-Mail: Johnston.Elizabeth@Fayetteville.AR.va.gov	1100 N COLLEGE AVE FTS Phone: Comm Phone: 501.443.4301,x5581 FTS Fax: Comm Fax: 501.587.5932	FAYETTEVILLE AR 72703 Pager #: 142 Pager Comments:

State/City	Name of Contact	Phone Numbers	Pager
AR	VAMC: LITTLE ROCK	4300 W 7TH ST	LITTLE ROCK AR 72205-548
	Name: Leeper, Sybil	FTS Phone:	Pager #: 501.396.4400,#115
	RT Symbol:	Comm Phone: 501.660.2051,x2431	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 501.671.2567	
	Name: Williams, Janet	FTS Phone:	Pager #: 501.396.4400,#980
	RT Symbol:	Comm Phone: 501.660.2051	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 501.671.2567	
	Name: Wylie, Jan	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 501.660.2051	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 501.671.2567	
AZ	VAMC: PHOENIX	650 W INDIAN SCHOOL RD	PHOENIX AZ 85012
	Name: Locke, Judy	FTS Phone:	Pager #: 602.779.362
	RT Symbol: 118F	Comm Phone: 602.277.5551,x7365	Pager
	E-Mail: Locke.Judy@Phoenix.va.gov	FTS Fax:	Comments:
		Comm Fax: 602.200.6038	
	VAMC: PRESCOTT	500 N HWY 89	PRESCOTT AZ 86313
	Name: Wagner, Carole	FTS Phone:	Pager #: 463
	RT Symbol:	Comm Phone: 520.445.4860,x6593	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 520.776.6107	
	VAMC: TUCSON	3601 S 6TH AVE	TUCSON AZ 85723
	Name: Bechtel, Beverly	FTS Phone:	Pager #: 1856
	RT Symbol:	Comm Phone: 520.792.1450,x6629	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 520.629.4979	
CA	VAMC: FRESNO	2615 E CLINTON AVE	FRESNO CA 93703
	Name: Welch, Jean	FTS Phone: 700.466.2000	Pager #: 501.396.4400,#980
	RT Symbol: 118	Comm Phone: 209.225.6100,x5240	Pager
	E-Mail:	FTS Fax: 700.466.6911	Comments:
		Comm Fax: 209.228.6911	

State/City	Name of Contact	Phone Numbers	Pager
CA	VAMC: LOMA LINDA	11201 BENTON ST	LOMA LINDA CA 92357
	Name: Calhoon, Antoinette (Toni)	FTS Phone:	Pager #: 7443
	RT Symbol:	Comm Phone: 909.825.7084,x2069	Pager
	E-Mail: Calhoon.Antoinette@Loma-Linda.va.gov	FTS Fax:	Comments:
		Comm Fax: 909.422.3186	
	VAMC: LONG BEACH	5901 E 7TH ST	LONG BEACH CA 90822
	Name: Bernus, Emily	FTS Phone:	Pager #: 7.285
	RT Symbol: 118	Comm Phone: 562.494.5478	Pager
	E-Mail: Bernus.Emily@Long-Beach.va.gov	FTS Fax:	Comments:
		Comm Fax: 562.494.5471	
	Name: Riggs, Linda	FTS Phone:	Pager #: 7279
	RT Symbol: 118	Comm Phone: 562.494.5474	Pager
	E-Mail: Riggs.Linda@Long-Beach.va.gov	FTS Fax:	Comments:
		Comm Fax: 562.494.5471	
	Name: Soroczak, Donna	FTS Phone:	Pager #: 7.117
	RT Symbol: 118	Comm Phone: 562.494.5474	Pager
	E-Mail: Soroczak.Donna@Long-Beach.va.gov	FTS Fax:	Comments:
		Comm Fax: 562.494.5471	
	OPC: LOS ANGELES	351 E TEMPLE ST	LOS ANGELES CA 90012
	Name: Treadwell, Joyce	FTS Phone: 700.984.4427	Pager #:
	RT Symbol:	Comm Phone: 213.253.2677,x4427	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 213.253.5008	
	OPC: MARTINEZ	150 MUIR ROAD	MARTINEZ CA 94553
	Name: Toone, Carol	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 510.372.2179	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 510.372.2204	
	VAMC: PALO ALTO	3801 MIRANDA AVE	PALO ALTO CA 94304-1290
	Name: Blair, Maureen	FTS Phone: 700.463.5742	Pager #: 415.723.8222 ID#9408
	RT Symbol:	Comm Phone: 415.852.3499	Pager
	E-Mail: Blair.Maureen@Palo-Alto.va.gov	FTS Fax:	Comments:
		Comm Fax: 415.453.5000	

State/City	Name of Contact	Phone Numbers	Pager
CA	VAMC: PALO ALTO	3801 MIRANDA AVE	PALO ALTO CA 94304-1290
Name:	Sommer, Noreen	FTS Phone: 700.463.5546,x65546	Pager #: 415.723.8222 ID#1625
RT Symbol:	118H PAD	Comm Phone: 650.493.5000,x64538	Pager
E-Mail:	Sommer.Noreen@Palo-Alto.va.gov	FTS Fax:	Comments:
		Comm Fax: 650.852.3499	
Name:	Tran, Jane	FTS Phone: 700. 463.5546	Pager #: 415.723.8222 ID#1625
RT Symbol:		Comm Phone: 650.493.5000,x65546	Pager
E-Mail:	Tran.Jane@Palo-Alto.va.gov	FTS Fax:	Comments:
		Comm Fax: 650.852.3499	
	VAMC: SAN DIEGO	3350 LA JOLLA VILLAGE DR	SAN DIEGO CA 92161
Name:	Barbieri, Ellen	FTS Phone:	Pager #: 619.601.0346
RT Symbol:	118	Comm Phone: 619.552.8585,x7291	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 619.552.7422	
	VAMC: SAN FRANCISCO	4150 CLEMENT ST	SAN FRANCISCO CA 94121
Name:	Wilkiemeyer, Diana	FTS Phone:	Pager #: 415.207.3511
RT Symbol:		Comm Phone: 415.221.4810,x2736	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 415.750.2230	
	VAMC: SEPULVEDA	16111 PLUMMER ST	SEPULVEDA CA 91343
Name:	Divina, Caridad	FTS Phone:	Pager #: 818.814.4017
RT Symbol:	118	Comm Phone: 818.895.9552	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 818.895.5824	
	VAMC: WEST LOS ANGELES	11301 WILLSHIRE BLVD	WEST LOS ANGELES CA 90073
Name:	Alcantara, Lydia	FTS Phone:	Pager #: 528.4
RT Symbol:		Comm Phone: 310.478.3711,x83496	Pager
E-Mail:	Alcantara.Lydia@West-LA.va.gov	FTS Fax:	Comments:
		Comm Fax: 310.268.4750	
Name:	Mosley, Ann	FTS Phone:	Pager #:
RT Symbol:		Comm Phone: 310.478.3711,x43615	Pager
E-Mail:	Mosley.Ann@West-LA.va.gov	FTS Fax:	Comments:
		Comm Fax: 310.268.4750	

State/City	Name of Contact	Phone Numbers	Pager
CA	VAMC: WEST LOS ANGELES	11301 WILLSHIRE BLVD	WEST LOS ANGELES CA 90073
	Name: Randle, Seth	FTS Phone:	Pager #: 888.943.545
	RT Symbol:	Comm Phone: 310.478.3711,x40686	Pager
	E-Mail: Randle.Seth@West-LA.va.gov	FTS Fax:	Comments:
		Comm Fax: 310.268.4750	
	Name: Reyes, Gloria	FTS Phone:	Pager #: 2483
	RT Symbol:	Comm Phone: 310.478.3711,x40685	Pager
	E-Mail: Reyes.Gloria@West-LA.va.gov	FTS Fax:	Comments:
		Comm Fax: 310.268.4750	
CO	VAMC: DENVER	1055 CLERMONT ST	DENVER CO 80220
	Name: Thomas, Betty	FTS Phone: 700.332.3020	Pager #: BB 163
	RT Symbol: 118	Comm Phone: 303.399.8020,x3096	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 303.393.4687	
	Name: Vandevere, Kathleen	FTS Phone: 700.332.3096,x2692	Pager #:
	RT Symbol: 118	Comm Phone: 303.399.8020,x2692	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 303.393.5273	
	VAMC: FORT LYON	C STREET	FORT LYON CO 81038
	Name: Donkle, Karen	FTS Phone: 700.323.3714	Pager #:
	RT Symbol:	Comm Phone: 719.456.1260,x3431	Pager
	E-Mail:	FTS Fax: 700.323.3195	Comments:
		Comm Fax:	
	VAMC: GRAND JUNCTION	2121 NORTH AVE	GRAND JUNCTION CO 81501
	Name: None	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 970.242.0731	Pager
	E-Mail:	FTS Fax: 700.322.0218	Comments:
		Comm Fax:	
CT	VAMC: NEWINGTON	555 WILLARD AVE	NEWINGTON CT 06111
	Name: Gardner, Joanne	FTS Phone: 700.643.1631	Pager #: 860.948.9571
	RT Symbol:	Comm Phone: 860.666.6951,x6016	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 860.667.6881	

State/City	Name of Contact	Phone Numbers	Pager
CT	VAMC: WEST HAVEN	950 CAMPBELL AVE	WEST HAVEN CT 06516
	Name: Vogel, Donna	FTS Phone:	Pager #: 203.398.2393
	RT Symbol:	Comm Phone: 203.932.5711,x4387	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 203.937.4764	
DC	VACO: WASHINGTON (0GEC)	810 VERMONT AVE	WASHINGTON (0GEC) DC 20420
	Name: Drake, Audrey	FTS Phone:	Pager #:
	RT Symbol: VACO 118	Comm Phone: 202.273.8424	Pager
	E-Mail: Audrey.Drake@mail.va.gov	FTS Fax:	Comments:
		Comm Fax: 202.273.9066	
	Name: Gebhart, Ronald	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 202.273.8558	Pager
	E-Mail: gebhart.ron@mail.va.gov	FTS Fax:	Comments:
		Comm Fax: 202.273.9148	
	Name: Ryan, Bonnie	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 202.273.6488	Pager
	E-Mail: bonnie.ryan@mail.va.gov	FTS Fax:	Comments:
		Comm Fax: 202.273.9131	
	Name: Salerno, Judith	FTS Phone:	Pager #:
	RT Symbol: VACO 114	Comm Phone: 202.273.8540	Pager
	E-Mail: Judith.Salerno@mail.va.gov	FTS Fax:	Comments:
		Comm Fax: 202.273.9131	
	Name: Schoeps, Dan	FTS Phone:	Pager #:
	RT Symbol: Office of Geriatrics and Extended Care 114A	Comm Phone: 202.273.8546	Pager
	E-Mail: daniel.schoeps@mail.va.gov	FTS Fax:	Comments:
		Comm Fax: 202.273.9131	
	Name: Wilson, Nancy	FTS Phone:	Pager #:
	RT Symbol: 10Q	Comm Phone: 202.273.8337	Pager
	E-Mail: Nancy.Wilson@mail.va.gov	FTS Fax:	Comments:
		Comm Fax: 202.273.9030	

State/City	Name of Contact	Phone Numbers	Pager
DC	VAMC: WASHINGTON	50 IRVING ST NW	WASHINGTON DC 20422
	Name: Jackson, Susan	FTS Phone: 700.921.8427	Pager #: 302.933.0550,#28491
	RT Symbol: 118A	Comm Phone: 202.745.8427	Pager
	E-Mail: Jackson.Susan@Washington.va.gov	FTS Fax:	Comments:
		Comm Fax: 202.745.8629	
DE	VAMC: WILMINGTON	1601 KIRKWOOD HWY	WILMINGTON DE 19805
	Name: Ives, Virginia	FTS Phone:	Pager #:
	RT Symbol: 118C	Comm Phone: 302.633.5330	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 302.633.5569	
	Name: Zaczek, Grace	FTS Phone: 700.487.2511,x5330	Pager #: 302.994.2511,#398
	RT Symbol: 118C	Comm Phone: 302.633.5330	Pager
	E-Mail: Zaczek.Grace@WILMINGTON.VA.GOV	FTS Fax:	Comments:
		Comm Fax: 302.633.5569	
FL	VAMC: BAY PINES	10000 BAY PINES BLVD	BAY PINES FL 33744
	Name: Jackson, Brenda	FTS Phone:	Pager #: 156
	RT Symbol: 118	Comm Phone: 813.398.6661,x5581	Pager
	E-Mail: Jackson.Brenda@Bay-Pines.va.gov	FTS Fax:	Comments:
		Comm Fax: 813.398.9487	
	Name: O'Brien, Joan	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 813.398.6661,x5581	Pager
	E-Mail: Obrien.Joan@Bay-Pines.va.gov	FTS Fax:	Comments:
		Comm Fax: 813.398.9487	
	Name: Prokop, Laura	FTS Phone:	Pager #: 186
	RT Symbol: 118-E	Comm Phone: 813.398.6661,x5581	Pager
	E-Mail: Prokop.Laura@Bay-Pines.va.gov	FTS Fax:	Comments:
		Comm Fax: 813.398.9487	
	VAMC: GAINESVILLE	1601 SW ARCHER RD	GAINESVILLE FL 32608-1197
	Name: Stacey, Cynthia	FTS Phone:	Pager #: 904.376.1611,#117
	RT Symbol: 118G	Comm Phone: 904.374.6005	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 904.374.6168	

State/City	Name of Contact	Phone Numbers	Pager
FL	VAMC: LAKE CITY	801 S MARION ST	LAKE CITY FL 32025-5898
	Name: Martineau, Mary Sue	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 904.755.3016,x2397	Pager
	E-Mail: Martineau.Mary Susanna@Lake-City.va.gov	FTS Fax:	Comments:
		Comm Fax: 904.758.6000	
	VAMC: MIAMI	1201 NW 16TH ST	MIAMI FL 33125
	Name: Podolsky, Pat (Pearl)	FTS Phone:	Pager #: 305.314.8055,#282
	RT Symbol: 118	Comm Phone: 305.324.4455,x3551	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 305.324.3369	
	OPC: ORLANDO	5201 RAYMOND STREET	ORLANDO FL 32803
	Name: Molley-Strudwick, Jodi	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 407.629.1599,x1215	Pager
	E-Mail: Molley-Strudwick.Jodi@Tampa.va.gov	FTS Fax:	Comments:
		Comm Fax: 407.599.1592	
	OPC: PENSACOLA	312 KENMORE ROAD	PENSACOLA FL 32504
	Name: Begeman, Fay	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 904.476.1100,x6650	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 904.479.6696	
	OPC: PORT RICHEY	8911 PONDEROSA AVENUE	PORT RICHEY FL 34668
	Name: Brown, Susan	FTS Phone: 700.582.9176	Pager #:
	RT Symbol:	Comm Phone: 813.869.3203	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 813.869.3449	
	VAMC: TAMPA	13000 BRUCE B DOWNS BLVD	TAMPA FL 33612
	Name: Day, H. Joy	FTS Phone:	Pager #: 813.227.1486
	RT Symbol:	Comm Phone: 813.972.2000,x6039	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax:	
	Name: Harris, Blossom	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 813.972.7612	Pager
	E-Mail: Harris.Blossom@Tampa.va.gov	FTS Fax:	Comments:
		Comm Fax: 813.903.4819	

State/City	Name of Contact	Phone Numbers	Pager
FL	VAMC: TAMPA	13000 BRUCE B DOWNS BLVD	TAMPA FL 33612
	Name: Loewenhardt, Pauline	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 813.978.5904	Pager
	E-Mail: Loewenhardt.Pauline@Tampa.va.gov	FTS Fax:	Comments:
		Comm Fax: 813.903.4819	
	VAMC: WEST PALM BEACH	7305 N MILITARY TRAIL	WEST PALM BEACH FL
	Name: Lavoie-Vaughan, Nanette	FTS Phone:	Pager #: 561.882.1367
	RT Symbol:	Comm Phone: 561.882.7039	Pager
	E-Mail: Lavoie-Vaughan.Nanette@West-Palm.va.gov	FTS Fax:	Comments:
		Comm Fax: 561.882.6725	
GA	VAMC: AUGUSTA	1 FREEDOM WAY	AUGUSTA GA 30904-6289
	Name: David, Carolyn	FTS Phone:	Pager #:
	RT Symbol: 118C	Comm Phone: 706.733.0188,x7605	Pager
	E-Mail: David.Carolyn@Augusta.va.gov	FTS Fax:	Comments:
		Comm Fax: 706.733.0188	
	VAMC: DECATUR	1670 CLAIRMONT RD	DECATUR GA 30033
	Name: Carter, Mary	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 404.321.6111,x7720	Pager
	E-Mail: Carter.Mary@Atlanta.va.gov	FTS Fax:	Comments:
		Comm Fax: 404.728.5029	
	Name: Magee, Geraldine	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 404.321.6111,x7720	Pager
	E-Mail: Magee.Geraldine@Atlanta.va.gov	FTS Fax:	Comments:
		Comm Fax: 404.728.5029	
	Name: Parlor, Lucy	FTS Phone:	Pager #: 246
	RT Symbol: 118C	Comm Phone: 404.321.611,x7720	Pager
	E-Mail: Parlor.Lucy@Atlanta.va.gov	FTS Fax:	Comments:
		Comm Fax: 404.728.5029	
	Name: Powell, Regina	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 404.728.7720	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 404.728.5029	

State/City	Name of Contact	Phone Numbers	Pager
GA	VAMC: DECATUR	1670 CLAIRMONT RD	DECATUR GA 30033
	Name: Rogers, Frankie	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 404.728.7720	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 404.728.5029	
	VAMC: DUBLIN	1826 VETERAN'S BLVD	DUBLIN GA 31021
	Name: Phillips, Theresa	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 912.272.1210,x2388	Pager
	E-Mail: Phillips.Theresa@Dublin.va.gov	FTS Fax:	Comments:
		Comm Fax: 912.277.2717	
HI	OPC: HONOLULU	PO BOX 50188	HONOLULU HI 96850
	Name: Akiko Bennett, Jill	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 808.566.1438	Pager
	E-Mail: Bennett.Akiko@Honolulu.va.gov	FTS Fax:	Comments:
		Comm Fax: 808.525.0231	
IA	VAMC: DES MOINES	3600 30TH ST	DES MOINES IA 50310-5774
	Name: Thompson, Barbara	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 515.699.5999	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 515.271.5926	
	VAMC: IOWA CITY	601 HIGHWAY 6 W	IOWA CITY IA 52246-2208
	Name: Frick, Susan	FTS Phone:	Pager #: 319
	RT Symbol:	Comm Phone: 319.338.0581,x6823	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 319.339.7127	
	VAMC: KNOXVILLE	1515 W PLEASANT ST	KNOXVILLE IA 50138
	Name: Hoover, Twyla	FTS Phone: 700.861.5132	Pager #: 515.891.4028
	RT Symbol: 118A	Comm Phone: 515.842.3101,x5132	Pager
	E-Mail: Hoover.Twyla@Knoxville.va.gov	FTS Fax:	Comments:
		Comm Fax: 515.828.5088	
ID	VAMC: BOISE	500 WEST FORT ST	BOISE ID 83702
	Name: Stadler, Sue	FTS Phone:	Pager #:
	RT Symbol: HBPC	Comm Phone: 208.422.1227	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax:	

State/City	Name of Contact	Phone Numbers	Pager
IL	VAMC: CHICAGO (LAKESIDE) 333 E HURON ST		CHICAGO (LAKESIDE) IL 60611
	Name: Oliver, Margaret (Nancy)	FTS Phone: 700.666.6500,x3879	Pager #: 445
	RT Symbol:	Comm Phone: 312.943.6600,x3879	or Pager
	E-Mail: Oliver.Margaret@Chicago-West.va.gov	FTS Fax:	Comments:
		Comm Fax: 312.633.2141	
	VAMC: CHICAGO (WEST SIDE) 820 S DAMEN AVE		CHICAGO (WEST SIDE) IL 60680
	Name: McKinney, Katherine	FTS Phone: 700.666.6500,x2363	Pager #:
	RT Symbol:	Comm Phone: 312.666.6500,x2364	Pager
	E-Mail: McKinney.Katherine@Chicago-West.va.gov	FTS Fax:	Comments:
		Comm Fax: 312.633.2171	
	Name: Tatem, Curtise	FTS Phone: 700.666.6500,x2364	Pager #: 312.389.3555
	RT Symbol:	Comm Phone: 312.666.6500,x2364	Pager
	E-Mail: Tatem.Curtise@Chicago-West.va.gov	FTS Fax:	Comments:
		Comm Fax: 312.633.2171	
	VAMC: DANVILLE 1900 E MAIN ST		DANVILLE IL 61832-5198
	Name: Weicherding, Mary	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 708.216.2594	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax:	
	VAMC: HINES 5TH AVE & ROOSEVELT RD		HINES IL 60141
	Name: Swiebocki, Joan	FTS Phone:	Pager #: 708.750.5496
	RT Symbol: 181A	Comm Phone: 708.216.2594	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 708.216.2342	
	Name: Williams, Marian	FTS Phone:	Pager #: 345
	RT Symbol: 181A	Comm Phone: 708.216.2594,x5070	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 708.216.2342	
	VAMC: MARION 2401 W MAIN ST		MARION IL 62959
	Name: Anderson, Vennie	FTS Phone: 700. 276.0295	Pager #: 6.109
	RT Symbol: 118P	Comm Phone: 618.997.5311,x4295	Pager
	E-Mail: Anderson.Vennie@MARION-IL.VA.GOV	FTS Fax:	Comments:
		Comm Fax: 618.993.4154	

State/City	Name of Contact	Phone Numbers	Pager
IL	VAMC: NORTH CHICAGO	3001 GREEN BAY RD	NORTH CHICAGO IL 60064
	Name: Weber, Claire	FTS Phone:	Pager #:
	RT Symbol: 3D124C	Comm Phone: 847.688.1900,x4129	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 847.578.6947	
IN	VAMC: FORT WAYNE	2121 LAKE AVE	FORT WAYNE IN 46805
	Name: Campbell, Patricia (Patty)	FTS Phone: 700.333.5429	Pager #: 163
	RT Symbol:	Comm Phone: 219.426.5431	Pager
	E-Mail:	FTS Fax: 700.333.5336	Comments:
		Comm Fax: 219.460.1482	
	VAMC: INDIANAPOLIS	1481 W TENTH ST	INDIANAPOLIS IN 46202
	Name: Emerick, Jayne	FTS Phone:	Pager #: 8405
	RT Symbol: 118C	Comm Phone: 317.554.0000,x3182	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 317.554.0106	
	VAMC: MARION	1700 E 38TH ST	MARION IN 46953-458
	Name: Lewis, Wynoka	FTS Phone:	Pager #: 280
	RT Symbol:	Comm Phone: 765.694.3321,x3335	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 765.677.3188	
KS	VAMC: LEAVENWORTH	4101 S 4TH ST	LEAVENWORTH KS 66048-5055
	Name: Thompson, Margaret Ann	FTS Phone: 700.758.2000	Pager #:
	RT Symbol:	Comm Phone: 913.682.2000,x2875	Pager
	E-Mail: Thompson.Margaret@Leavenworth.va.gov	FTS Fax:	Comments:
		Comm Fax: 913.758.4217	
	VAMC: TOPEKA	2200 GAGE BLVD	TOPEKA KS 66622
	Name: Stone, Jan	FTS Phone:	Pager #: 6.472
	RT Symbol:	Comm Phone: 785.350.3111,x2005	Pager
	E-Mail: Stone.Janice@Topeka.med.va	FTS Fax:	Comments:
		Comm Fax: 785.350.4380	
	VAMC: WICHITA	5500 E KELLOGG	WICHITA KS 67218
	Name: Barton, Nancy (NP)	FTS Phone: 700.364.3067	Pager #: 190
	RT Symbol: 11PC	Comm Phone: 316.685.2221,x3535	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 316.364.3067	

State/City	Name of Contact	Phone Numbers	Pager
KY	VAMC: LEXINGTON	LEESTOWN RD & COOPER DR	LEXINGTON KY 40511
Name:	Brewer, Kathy	FTS Phone:	Pager #: 606.555.2822
RT Symbol:		Comm Phone: 606.233.4511,x4486	Pager
E-Mail:	Brewer.Kathy_L@Lexington.va.gov	FTS Fax:	Comments:
		Comm Fax: 606.281.4933	
Name:	Morris, Patty	FTS Phone:	Pager #: 606.222.2922
RT Symbol:		Comm Phone: 606.233.4511,x4465	Pager
E-Mail:	Morris.Patty_F@Lexington.va.gov	FTS Fax:	Comments:
		Comm Fax: 606.281.4933	
Name:	Smith, Ella	FTS Phone:	Pager #: 606.222.2810
RT Symbol:	118 A.4 LD	Comm Phone: 606.233.4511,x3236	Pager
E-Mail:	Smith.Ella_W@Lexington.va.gov	FTS Fax:	Comments:
		Comm Fax: 606.281.3982	
	VAMC: LOUISVILLE	800 ZORN AVE	LOUISVILLE KY 40206
Name:	Dills, Sharon	FTS Phone: 700.348.5995	Pager #:
RT Symbol:		Comm Phone: 502.895.3401	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 502.894.6847	
Name:	Hall, Patricia	FTS Phone: 700.348.5995	Pager #:
RT Symbol:		Comm Phone: 502.895.3401	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 502.894.6847	
Name:	Szarka, Martha	FTS Phone: 700.348.5995	Pager #:
RT Symbol:		Comm Phone: 502.895.3401	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 502.894.6847	
Name:	Wintergerst, Mary Kevin	FTS Phone: 700.348.5995	Pager #:
RT Symbol:		Comm Phone: 502.895.3401,x5995	Pager
E-Mail:	Wintergerst.Mary@Louisville.va.gov	FTS Fax:	Comments:
		Comm Fax: 502.894.6847	

State/City	Name of Contact	Phone Numbers	Pager
KY	VAMC: LOUISVILLE	800 ZORN AVE	LOUISVILLE KY 40206
	Name: Wooten, Pat	FTS Phone: 700.348.5995	Pager #:
	RT Symbol:	Comm Phone: 502.895.3401	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 502.894.6847	
LA	VAMC: ALEXANDRIA	US HOGHWAY 71	ALEXANDRIA LA 71301
	Name: Clark, Mary	FTS Phone:	Pager #: 6.0180
	RT Symbol:	Comm Phone: 318.473.0010,x2639	Pager
	E-Mail: Clark.Mary_M@Alexandria.va.gov	FTS Fax:	Comments:
		Comm Fax: 318.483.5121	
	VAMC: NEW ORLEANS	1601 PERDIDO ST	NEW ORLEANS LA 70146
	Name: Thymes-Leflore, Adrienne	FTS Phone: 700.682.5287,x5085	Pager #: 504.538.2919
	RT Symbol:	Comm Phone: 504.589.5287,x5085	Pager
	E-Mail: Thymes-Leflore.Adrienne@New-Orleans.med.v	FTS Fax:	Comments:
		Comm Fax: 504.619.4072	
	VAMC: SHREVEPORT	510 E STONER AVE	SHREVEPORT LA 71101-429
	Name: Martin, Cassandra	FTS Phone: 700.493.6411	Pager #: 818
	RT Symbol:	Comm Phone: 318.424.6188	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 318.424.6047	
MA	VAMC: BEDFORD	200 SPRING RD	BEDFORD MA 01730
	Name: Jacobs, Marilyn	FTS Phone:	Pager #: 125
	RT Symbol: 136A	Comm Phone: 617.275.7500,x2275	Pager
	E-Mail: Jacobs.m@bedford.va.gov	FTS Fax:	Comments:
		Comm Fax: 617.687.3536	
	VAMC: BOSTON	150 S HUNTINGTON AVE	BOSTON MA 02130
	Name: Gawlik, Gail	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 617.232.9500,x5718	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 617.278.4460	
	Name: Gorman, Sarah	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 617.232.9500,x5699	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 617.278.4460	

State/City	Name of Contact	Phone Numbers	Pager
MA	VAMC: BOSTON	150 S HUNTINGTON AVE	BOSTON MA 02130
	Name: McCrackin, Diane	FTS Phone:	Pager #: 617.765.9393
	RT Symbol: 118	Comm Phone: 617.232.9500,x5700	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 617.278.4460	
	VAMC: BROCKTON	940 BELMONT ST	BROCKTON MA 02410
	Name: Boushell, Maura	FTS Phone: 700.885.6653	Pager #:
	RT Symbol: 118	Comm Phone: 617.323.7700,x6650	Pager
	E-Mail: Boushell.Maura@BROXTON.VA.GOV	FTS Fax:	Comments:
		Comm Fax: 617.363.5553	
	Name: Bulgar, Susan	FTS Phone: 700.885.6653	Pager #:
	RT Symbol: 118	Comm Phone: 617.323.7700,x6650	Pager
	E-Mail: Bugler.Susan@BROCKTON.VA.GOV	FTS Fax:	Comments:
		Comm Fax: 617.363.5563	
	Name: Libbey, Mary	FTS Phone: 700.885.6653	Pager #: 472
	RT Symbol: 11A	Comm Phone: 617.323.7700,x6651	Pager
	E-Mail: Libbey.Mary@BROCKTON.VA.GOV	FTS Fax:	Comments:
		Comm Fax: 617.363.5567	
	Name: Stokes, Donna	FTS Phone: 700.885.6653	Pager #:
	RT Symbol: 118	Comm Phone: 617.323.7700,x6650	Pager
	E-Mail: Stokes.Donna@BROCKTON.VA.GOV	FTS Fax:	Comments:
		Comm Fax: 617.363.5567	
	VAMC: NORTHAMPTON	421 N MAIN ST	NORTHAMPTON MA 01060-1288
	Name: Blouin-Burelle, Michelle	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 413.584.4040,x2239	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 413.582.3178	
	MD VAMC: BALTIMORE	10 N GREEN ST	BALTIMORE MD 21201
	Name: Harris, Chelsea	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 410.605.7000,x6774	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 410.605.7923	

State/City	Name of Contact	Phone Numbers	Pager
MD	VAMC: BALTIMORE	10 N GREEN ST	BALTIMORE MD 21201
	Name: Johnson, Patricia	FTS Phone:	Pager #:
	RT Symbol: 101 HBPC	Comm Phone: 410.605.7000,x6769	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 410.605.7923	
	Name: Smith-LaMacchia, Rosemary	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 410.605.7000,x6766	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 410.605.7923	
	VAMC: FORT HOWARD	N POINT RD	FORT HOWARD MD 21052
	Name: Tatar, Sandra	FTS Phone: 700.935.8387	Pager #:
	RT Symbol:	Comm Phone:	Pager
	E-Mail:	FTS Fax: 700.935.8087	Comments:
		Comm Fax:	
	VAMC: PERRY POINT	EXIT 93 BLDG 6H CIRCLE DR	PERRY POINT MD 21902
	Name: Benefield, Julia	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 410.642.2411,x5698	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 410.642.1103	
	Name: Hall, Marian	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 410.642.2411,x6880	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 410.642.1103	
ME	VAMC: TOGUS	ROUTE 17 E	TOGUS ME 04330
	Name: Skeffington, Robert	FTS Phone:	Pager #: 227
	RT Symbol: 118 H2	Comm Phone: 207.623.8411,x5264	Pager
	E-Mail: Skeffington.Robert@Togus.va.gov	FTS Fax:	Comments:
		Comm Fax: 207.623.5747	
MI	VAMC: ANN ARBOR	2215 FULLER RD	ANN ARBOR MI 48105
	Name: Mars, Susan	FTS Phone: 700.374.3100	Pager #: 179
	RT Symbol: 118I	Comm Phone: 313.769.7100,x5986	Pager
	E-Mail:	FTS Fax: 700.374.5339	Comments:
		Comm Fax:	

State/City	Name of Contact	Phone Numbers	Pager
MI	VAMC: BATTLE CREEK	5500 ARMSTRONG RD	BATTLE CREEK MI 49016
	Name: Gilling, Carol	FTS Phone: 700.974.5643	Pager #: 616.444.62
	RT Symbol: 122	Comm Phone: 616.966.5600,x5643	Pager
	E-Mail: Gilling.Carol@BATTLE-CREEK.VA.GOV	FTS Fax:	Comments:
		Comm Fax: 616.660.6016	
	VAMC: DETROIT	4646 JOHN RD	DETROIT MI 48201-1916
	Name: Gmerek, Gregory	FTS Phone:	Pager #: 313.250.1812
	RT Symbol: 118-B	Comm Phone: 313.576.4433	Pager
	E-Mail: Gmerek.Gregory@Allen-Park.va.gov	FTS Fax:	Comments:
		Comm Fax: 313.576.1025	
	VAMC: IRON MOUNTAIN	H STREET	IRON MOUNTAIN MI 49801
	Name: DeClark, Kathie	FTS Phone: 700.769.3300	Pager #:
	RT Symbol: 118D	Comm Phone: 906.774.3300,x2520	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 906.779.3188	
	VAMC: SAGINAW	1500 WEISS ST	SAGINAW MI 48602
	Name: Sherman, Mary	FTS Phone:	Pager #: 6.128
	RT Symbol:	Comm Phone: 517.793.2340,x3414	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 517.791.2217	
MN	VAMC: MINNEAPOLIS	ONE VETERANS DR	MINNEAPOLIS MN 55417
	Name: Belisle, Marcia	FTS Phone:	Pager #: 612.660.7452
	RT Symbol:	Comm Phone: 612.725.2043	Pager
	E-Mail: Belisle.Marcia@Minneapolis.va.gov	FTS Fax:	Comments:
		Comm Fax: 612.727.5675	
	Name: McDonell, Wendy	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 612.725.2043	Pager
	E-Mail: McDonell.Wendy@Minneapolis.va.gov	FTS Fax:	Comments:
		Comm Fax: 612.727.5675	
	VAMC: SAINT CLOUD	4801 8TH ST NORTH	SAINT CLOUD MN 56303
	Name: Johnston, Ella Jo	FTS Phone:	Pager #: 311
	RT Symbol: 118B	Comm Phone: 320.255.6369	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 320.255.6494	

State/City	Name of Contact	Phone Numbers	Pager
MO	VAMC: COLUMBIA	800 HOSPITAL DR	COLUMBIA MO 65201-5297
Name:	Roberts, Barbara	FTS Phone:	Pager #: 444
RT Symbol:		Comm Phone: 573.814.6387	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 573.814.6386	
	VAMC: KANSAS CITY	4801 LINWOOD BLVD	KANSAS CITY MO 65128
Name:	Foster, Suzanne	FTS Phone:	Pager #:
RT Symbol: 118		Comm Phone: 816.861.4700,x6560	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 816.922.3384	
Name:	Foster, Arnedo	FTS Phone:	Pager #:
RT Symbol: 118		Comm Phone: 816.861.4700,x6561	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 816.922.3384	
Name:	Kasl, Connie	FTS Phone:	Pager #:
RT Symbol: 118		Comm Phone: 816.861.4700,x6559	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 816.922.3384	
Name:	Ruckle, Judith	FTS Phone:	Pager #:
RT Symbol: 118		Comm Phone: 816.861.4700,x6559	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 816.922.3384	
	VAMC: POPLAR BLUFF	1500 N WESTWOOD BLVD	POPLAR BLUFF MO 63901
Name:	Northington, Randy	FTS Phone:	Pager #:
RT Symbol: 118		Comm Phone: 573.778.4712	Pager
E-Mail: Northington.Randy@Poplar-Bluff.va.gov		FTS Fax:	Comments:
		Comm Fax: 573.778.4559	
	VAMC: SAINT LOUIS	915 N GRAND BLVD	SAINT LOUIS MO 63106
Name:	Dolan, Barbara	FTS Phone:	Pager #: 314.905.3407
RT Symbol: 118/JB		Comm Phone: 314.894.5797	Pager
E-Mail: Dolan.Barbara@St-Louis.va.gov		FTS Fax:	Comments:
		Comm Fax: 314.894.5783	

State/City	Name of Contact	Phone Numbers	Pager
MO	VAMC: SAINT LOUIS Name: Miller, Catherine RT Symbol: 118JC E-Mail: Miller.Catherine@St-Louis.va.gov	915 N GRAND BLVD FTS Phone: Comm Phone: 314.289.7014 FTS Fax: Comm Fax: 314.289.7667	SAINT LOUIS MO 63106 Pager #: 314.903.3119 Pager Comments:
MS	VAMC: BILOXI Name: Wells, Verna RT Symbol: 118H E-Mail:	400 VETERANS AVE FTS Phone: 700.499.5180 Comm Phone: 601.388.5541,x5180 FTS Fax: Comm Fax:	BILOXI MS 39531 Pager #: Pager Comments:
	VAMC: JACKSON Name: Jones, Judith RT Symbol: 11C E-Mail: Jones.Judith@Jackson.va.gov	1500 E WOODROW WILSON DR FTS Phone: Comm Phone: 601.362.4471,x1828 FTS Fax: Comm Fax: 601.368.4413	JACKSON MS 39216 Pager #: 302 Pager Comments:
MT	VAMC: FORT HARRISON Name: Crawford, Barbara RT Symbol: 11C E-Mail:	WILLIAM ST-OFF HWY 12 W FTS Phone: Comm Phone: 406.442.6410,x7315 FTS Fax: Comm Fax:	FORT HARRISON MT 59636 Pager #: Pager Comments:
	Name: Lerum, Terry RT Symbol: 11C E-Mail:	FTS Phone: Comm Phone: 406.442.6410,x7315 FTS Fax: Comm Fax:	Pager #: Pager Comments:
	VAMC: MILES CITY Name: None RT Symbol: E-Mail:	210 S WINCHESTER FTS Phone: 700.585.9022 Comm Phone: FTS Fax: Comm Fax:	MILES CITY MT 59301 Pager #: Pager Comments:
NC	VAMC: ASHEVILLE Name: Pittman, Donna RT Symbol: 11-H E-Mail:	1100 TUNNEL RD FTS Phone: Comm Phone: 704.298.7911,x5213 FTS Fax: Comm Fax: 704.299.5955	ASHEVILLE NC 28805 Pager #: Pager Comments:

State/City	Name of Contact	Phone Numbers	Pager
NC	VAMC: ASHEVILLE	1100 TUNNEL RD	ASHEVILLE NC 28805
	Name: Raiola, Jan	FTS Phone:	Pager #: 579
	RT Symbol:	Comm Phone: 704.298.7911,x5213	Pager
	E-Mail: Raiola.Jan@Asheville.va.gov	FTS Fax:	Comments:
		Comm Fax: 704.299.5955	
	VAMC: DURHAM	508 FULTON ST	DURHAM NC 27705
	Name: Howell, Jacqueline	FTS Phone:	Pager #: 919.286.04 489
	RT Symbol: 118	Comm Phone: 919.286.0411,x5014	Pager
	E-Mail: Howell.Jacqueline@Durham.va.gov	FTS Fax:	Comments:
		Comm Fax: 919.286.6825	
	Name: Shaner, Doreen	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 919.286.0411,x5014	Pager
	E-Mail: Shaner,Doreen	FTS Fax:	Comments:
		Comm Fax: 919.286.6825	
	VAMC: FAYETTEVILLE	2300 RAMSEY ST	FAYETTEVILLE NC 28301
	Name: Caldwell, Marian	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 910.488.2120,x7318	Pager
	E-Mail:	FTS Fax: 910.822.7982	Comments:
		Comm Fax:	
	VAMC: SALISBURY	1601 BRENNER AVE	SALISBURY NC 28144
	Name: Amiot, Dianne	FTS Phone:	Pager #: 145
	RT Symbol: 11E	Comm Phone: 704.638.9000,x3846	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 704.638.3329	
	Name: Davis, Patricia	FTS Phone: 700.699.3324	Pager #: 704.642.5104
	RT Symbol:	Comm Phone: 704.638.9000,x2652	Pager Ask operator to page.
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 704.638.3329	
ND	VAMC: FARGO	2101 ELM ST	FARGO ND 58102
	Name: Simdorn, Darlene	FTS Phone: 700.783.3673	Pager #: 289
	RT Symbol: 118H	Comm Phone: 701.232.3241,x3673	Pager
	E-Mail: Simdorn.Darlene@Fargo.va.gov	FTS Fax: 701.239.3723	Comments:
		Comm Fax:	

State/City	Name of Contact	Phone Numbers	Pager
NE	VAMC: LINCOLN	600 S 70TH ST	LINCOLN NE 68510
	Name: Neilsen, Colleen	FTS Phone:	Pager #: 381
	RT Symbol: 118	Comm Phone: 402.486.7885	Pager
	E-Mail: Neilsen.Colleen@Lincoln.va.gov	FTS Fax:	Comments:
		Comm Fax: 402.486.7912	
	Name: Pokorski, Virginia	FTS Phone: 700.864.2361	Pager #: 143
	RT Symbol: 118	Comm Phone: 308.382.3660,x2361	Pager (Grand Island) Physical
	E-Mail: Pokorski.Virginia@Lincoln.va.gov	FTS Fax: 700.864.2148	Comments: Location
		Comm Fax: 308.389.5148	
	VAMC: OMAHA	4101 WOOLWORTH AVE	OMAHA NE 68105
	Name: Mason, Gwen	FTS Phone:	Pager #: 132
	RT Symbol:	Comm Phone: 402.346.8800,x4217	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 402.449.0697	
NH	VAMC: MANCHESTER	718 SMYTH RDD	MANCHESTER NH 03104
	Name: Robinson, Meri	FTS Phone:	Pager #: 666#1715
	RT Symbol:	Comm Phone: 603.624.4366,x6320	Pager
	E-Mail: Robinson.Meri@Manchester.va.gov	FTS Fax:	Comments:
		Comm Fax: 603.626.6503	
NJ	VAMC: EAST ORANGE	385 TREMONT AVE	EAST ORANGE NJ 07018
	Name: Sawabi, Roma	FTS Phone:	Pager #: 291
	RT Symbol: 118	Comm Phone: 201.676.1000,x2202	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax:	
	Name: Wall, Edna	FTS Phone:	Pager #: 156
	RT Symbol: 118	Comm Phone: 201.676.1000,x2207	Pager
	E-Mail: Wall.Edna@EAST-ORANGE.VA.GOV	FTS Fax:	Comments:
		Comm Fax: 207.672.7411	
	VAMC: LYONS	KNOLLGROFF RD	LYONS NJ 07939
	Name: Francesco, Carol	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 908.647.0180,x4781	Pager
	E-Mail: Francesco.Carol@Lyons.va.gov	FTS Fax:	Comments:
		Comm Fax: 908.580.3701	

State/City	Name of Contact	Phone Numbers	Pager
NJ	VAMC: LYONS	KNOLLGROFF RD	LYONS NJ 07939
	Name: Limson, Milda	FTS Phone: 700.348.4780	Pager #:
	RT Symbol: 118	Comm Phone: 908.647.0180,x4780	Pager
	E-Mail: Lamson,Milda@Lyons.va.gov	FTS Fax:	Comments:
		Comm Fax: 908.604.5858	
NM	VAMC: ALBUQUERQUE	2100 RIDGECREST DR SE	ALBUQUERQUE NM 87108
	Name: Jaramillo, Barbara	FTS Phone: 700.572.4791	Pager #: 461
	RT Symbol:	Comm Phone: 505.265.1711,x4791	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 505.256.5776	
NV	VAMC: LAS VEGAS	1703 W CHARLESTON BLVD	LAS VEGAS NV 89102
	Name: None	FTS Phone: 700.595.7373	Pager #:
	RT Symbol: 118	Comm Phone: 702.386.3100	Pager
	E-Mail:	FTS Fax: 700.595.7309	Comments:
		Comm Fax:	
	VAMC: RENO	1000 LOCUST ST	RENO NV 89520
	Name: Earl, Betty Jean	FTS Phone: 700.470.1379	Pager #: 6.196
	RT Symbol: 118	Comm Phone: 702.328.1455	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 702.328.1464	
	Name: O'Brien, Barbara Jean	FTS Phone: 700.470.1379,x1269	Pager #: 6.220
	RT Symbol: 11AC	Comm Phone:	Pager
	E-Mail:	FTS Fax: 700.470.1572	Comments:
		Comm Fax:	
NY	VAMC: ALBANY	113 HOLLAND AVE	ALBANY NY 12208
	Name: Martin, Edwin	FTS Phone:	Pager #: 847
	RT Symbol: 111M	Comm Phone: 518.462.3311,x3176	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 518.462.0881	
	VAMC: BATAVIA	222 RICHMOND AVE	BATAVIA NY 14020
	Name: Zawicki, Ann	FTS Phone:	Pager #: 716.643.4605,#118
	RT Symbol: 118A	Comm Phone: 716.344.3396	Pager
	E-Mail: Zawicki.Ann@Buffalo.med.va.gov	FTS Fax:	Comments:
		Comm Fax: 716.344.3302	

State/City	Name of Contact	Phone Numbers	Pager
NY	VAMC: BATH	76 VETERANS AVE	BATH NY 14810
	Name: Little, Mary Ellen	FTS Phone: 700.882.1347	Pager #:
	RT Symbol:	Comm Phone: 607.776.2111,x1347	Pager
	E-Mail:	FTS Fax: 700.882.1671	Comments:
		Comm Fax: 607.776.5498	
	VAMC: BRONX	130 W KINGSBRIDGE RD	BRONX NY
	Name: Klarie, Florence	FTS Phone: 700.884.5363	Pager #: 249
	RT Symbol: 118	Comm Phone: 718.584.9000,x5363	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 718.579.2100	
	VAMC: BROOKLYN	800 POLY PLACE	BROOKLYN NY 11209
	Name: Alcorin, Mary	FTS Phone:	Pager #: 917.390.9820
	RT Symbol: 118	Comm Phone: 718.567.4018	Pager
	E-Mail: Alcorin.Mary@Brooklyn.va.gov	FTS Fax:	Comments:
		Comm Fax: 718.630.2801	
	Name: Plante, Jean	FTS Phone:	Pager #: 917.390.9820
	RT Symbol:	Comm Phone: 718.836.6600,x6818	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 718.630.2801	
	VAMC: BUFFALO	3495 BAILEY AVE	BUFFALO NY 14215
	Name: Albee, Doreen	FTS Phone: 700.432.3606	Pager #: 004
	RT Symbol: 11C	Comm Phone: 716.862.3606	Pager
	E-Mail: Albee.Doreen@Buffalo.va.gov	FTS Fax:	Comments:
		Comm Fax: 716.862.4777	
	Name: Kwietniewski, Kim	FTS Phone: 700.432.3606	Pager #: 648
	RT Symbol: 11C	Comm Phone: 716.862.3606	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 716.862.4777	
	Name: Ludwig, Patricia	FTS Phone: 700.432.3606	Pager #: 648
	RT Symbol: 11C	Comm Phone: 716.862.3606	Pager
	E-Mail: Ludwig@Patricia@Buffalo.va.gov	FTS Fax:	Comments:
		Comm Fax: 716.862.4777	

State/City	Name of Contact	Phone Numbers	Pager
NY	VAMC: CANANDAIGUA	400 FORT HILL AVE	CANANDAIGUA NY 14424
	Name: Von Rhedey, Marsha	FTS Phone:	Pager #: 58227
	RT Symbol:	Comm Phone: 716.394.2000,x3608	Pager
	E-Mail: Von Rhedey.Marsha@Canandaigua.va.gov	FTS Fax: 700 952.4731	Comments:
		Comm Fax:	
	VAMC: CASTLE POINT	ROUTE 9D	CASTLE POINT NY 12511
	Name: Fredericks, Christina	FTS Phone:	Pager #: 8160
	RT Symbol: 118	Comm Phone: 914.831.2000,x5108	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 914.838.5242	
	VAMC: MONTROSE	ROUTE 91 PO BOX 100	MONTROSE NY 10548
	Name: Allen, Roberta	FTS Phone: 700.887.2011	Pager #:
	RT Symbol: 118	Comm Phone: 914.737.4400,x2715	Pager
	E-Mail: Allen.Roberta@Montrose.va.gov	FTS Fax:	Comments:
		Comm Fax: 914.737.4400,x2885	
	Name: Anderson, Jacqueline	FTS Phone: 700 887.2011	Pager #:
	RT Symbol:	Comm Phone: 914.737.4400,x2138	Pager
	E-Mail: Anderson.Jacqueline@Montrose.va.gov	FTS Fax:	Comments:
		Comm Fax: 914.737.4400,x2885	
	Name: Duncanson, Norma	FTS Phone: 700.887.2011	Pager #:
	RT Symbol: 118	Comm Phone: 914.737.4400,x2214	Pager
	E-Mail: Duncanson.Norma@Montrose.va.gov	FTS Fax:	Comments:
		Comm Fax: 914.737.4400,x2885	
	VAMC: NEW YORK	423 E 23RD ST	NEW YORK NY 10010
	Name: Benjamin-Bovell, Catherine	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 212.951.5982	Pager
	E-Mail: Benjamin-Bovell.Catherine@New-York.va.gov	FTS Fax:	Comments:
		Comm Fax: 212.951.3382	
	Name: Campbell, Joan	FTS Phone:	Pager #: 403
	RT Symbol: 118	Comm Phone: 212.951.6329	Pager
	E-Mail: Campbell.Joan_M@New-York.va.gov	FTS Fax:	Comments:
		Comm Fax: 212.951.3376	

State/City	Name of Contact	Phone Numbers	Pager
NY	VAMC: NEW YORK Name: Haren, Noreen RT Symbol: 118 E-Mail:	423 E 23RD ST FTS Phone: Comm Phone: 202.951.3457 FTS Fax: Comm Fax: 212.951.3382	NEW YORK NY 10010 Pager #: Pager Comments:
	VAMC: NORTHPORT Name: Hester, Jean RT Symbol: 118C E-Mail: Hester.Jean@Northport.va.gov	79 MIDDLEVILLE RD FTS Phone: Comm Phone: 516.261.4400,x2072 FTS Fax: Comm Fax: 516.266.6028	NORTHPORT NY 11768 Pager #: 516.554.903 Pager Comments:
	VAMC: SYRACUSE Name: Jasek, Sharon RT Symbol: E-Mail:	800 IRVING AVE FTS Phone: Comm Phone: 315.477.4575 FTS Fax: Comm Fax: 315.477.4547	SYRACUSE NY 13210 Pager #: Pager Comments:
OH	VAMC: CHILLICOTHE Name: Greer, Lucille RT Symbol: 118H E-Mail: Greer.Lucille@Chillicothe.va.gov	17273 STATE ROUTE 104 FTS Phone: 700.975.7378 Comm Phone: 614.773.1141,x7378 FTS Fax: Comm Fax: 614.772.7155	CHILLICOTHE OH 45601 Pager #: Pager Comments:
	Name: Light, Constance (Connie) RT Symbol: 118H E-Mail: Light.Constance@Chillicothe.va.gov	FTS Phone: 700.975.7367 Comm Phone: 614.773.1141,x7367 FTS Fax: Comm Fax: 614.772.7155	Pager #: Pager Comments:
	VAMC: CINCINNATI Name: Hughes, Sadie RT Symbol: E-Mail:	3200 VINE ST FTS Phone: Comm Phone: 513.475.6492 FTS Fax: Comm Fax: 513.475.6494	CINCINNATI OH 45220 Pager #: 513.691.7883 Pager Comments:
	VAMC: CLEVELAND Name: Brown, Della RT Symbol: 118W E-Mail: Brown.Della H@Cleveland.va.gov	10701 EAST BLVD FTS Phone: Comm Phone: 216.791.3800,x4541 FTS Fax: Comm Fax: 216.791.3013	CLEVELAND OH 44106 Pager #: 2082 Pager Comments:

State/City	Name of Contact	Phone Numbers	Pager
OH	VAMC: CLEVELAND	10701 EAST BLVD	CLEVELAND OH 44106
	Name: Cottingham, Christean	FTS Phone:	Pager #: 216.791.3800,#2032
	RT Symbol:	Comm Phone: 216.791.3800,x4587	Pager
	E-Mail: Cottingham.Christean H@Cleveland.va.gov	FTS Fax:	Comments:
		Comm Fax: 216.791.3013	
	Name: Johnson, Lillie	FTS Phone:	Pager #:
	RT Symbol: 118W	Comm Phone: 216.791.3800,x4587	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 216.791.3013	
	VAMC: BRECKSVILLE	10000 BRECKSVILLE ROAD	BRECKSVILLE OH 44141
	Name: Sattler, Caroline	FTS Phone:	Pager #: 2092
	RT Symbol:	Comm Phone: 440.526.3030,x6537	Pager
	E-Mail: Sattler.Caroline@Cleveland.va.gov	FTS Fax:	Comments:
		Comm Fax: 440.838.6083	
	OPC: COLUMBUS	2090 KENNY RD	COLUMBUS OH 43221
	Name: Rauch, Rosemary	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 614.257.5565	Pager
	E-Mail: Rauch.Rosemary@Columbus.va.gov	FTS Fax:	Comments:
		Comm Fax: 614.257.5637	
	VAMC: DAYTON	4100 W 3RD ST	DAYTON OH 45428
	Name: Freson, Rose	FTS Phone:	Pager #: 289
	RT Symbol:	Comm Phone: 937.268.6511,x2597	Pager
	E-Mail:	FTS Fax: 700.950.2179	Comments:
		Comm Fax: 937.267.5309	
	Name: Stephens, Louise	FTS Phone:	Pager #: 326
	RT Symbol: 118	Comm Phone: 937.268.6511,x2597	Pager
	E-Mail:	FTS Fax: 700.950.2179	Comments:
		Comm Fax: 937.267.5309	
	Name: Turner, Terri	FTS Phone:	Pager #: 259
	RT Symbol: 118	Comm Phone: 937.268.6511,x1203	Pager
	E-Mail:	FTS Fax: 700.950.2179	Comments:
		Comm Fax: 937.267.5309	

State/City	Name of Contact	Phone Numbers	Pager
OK	VAMC: MUSKOGEE	HONOR HEIGHTS DRIVE	MUSKOGEE OK 74401
	Name: Apking, Maureen	FTS Phone:	Pager #: 688
	RT Symbol:	Comm Phone: 918.680.3762	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 918.680.3822	
	VAMC: OKLAHOMA CITY	921 NE 13TH ST	OKLAHOMA CITY OK 73104
	Name: Goodman, Sandra	FTS Phone:	Pager #: 62.635
	RT Symbol:	Comm Phone: 405.270.0501,x5688	Pager
	E-Mail: Goodman.Sandra@Oklahoma.va.gov	FTS Fax:	Comments:
		Comm Fax: 405.297.5953	
	Name: Witter, Linda	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 405.270.0501,x5692	Pager
	E-Mail: Witter.Linda@Oklahoma.va.gov	FTS Fax:	Comments:
		Comm Fax: 405.297.5953	
OR	VAMC: PORTLAND	3710 S W US VETERANS HOSPITAL RD PO BOX	PORTLAND OR 97207
	Name: Boswell, Carolyn	FTS Phone: 700.422.3835	Pager #: 262
	RT Symbol: 118V	Comm Phone: 503.220.8262,x3835	Pager
	E-Mail: Boswell.Carolyn@Portland.va.gov	FTS Fax:	Comments:
		Comm Fax: 360.690.0343	
	Name: Mead, Mary Jo	FTS Phone: 700.422.3835	Pager #:
	RT Symbol: 118	Comm Phone: 503.273.5200	Pager
	E-Mail: Mead.MaryJo@Portland.va.gov	FTS Fax:	Comments:
		Comm Fax: 360.905.1742	
	Name: Vorderstrasse, Karen	FTS Phone: 700.422.3835	Pager #: 292
	RT Symbol: 11C3.V	Comm Phone: 360.965.1740	Pager
	E-Mail: Vorderstrasse.Karen@Portland.va.gov	FTS Fax:	Comments:
		Comm Fax: 360.905.1742	
	VAMC: ROSEBURG	913 NW GARDEN VALLEY BLVD	ROSEBURG OR 97470
	Name: Baker, Loretta	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 503.433.4165	Pager
	E-Mail: Baker.Loretta@Roseburg.va.gov	FTS Fax:	Comments:
		Comm Fax:	

State/City	Name of Contact	Phone Numbers	Pager
OR	Domiciliary: WHITE CITY	8495 CRATER LAKE HWY	WHITE CITY OR 97503
Name:	Vollrath, Linda	FTS Phone: 700.424.8426,x33775	Pager #:
RT Symbol:		Comm Phone: 541.826.2111,x3652	Pager
E-Mail:		FTS Fax: 700.541.830,x3526	Comments:
		Comm Fax: 541.830.3526	
PA	VAMC: ALTOONA	2907 PLEASANT VALLEY BLVD	ALTOONA PA 16602-4377
Name:	Perove, Joan	FTS Phone:	Pager #: 117
RT Symbol:		Comm Phone: 814.943.8164,x7419	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 814.940.7898	
	VAMC: BUTLER	325 NEW CASTLE RD	BUTLER PA 16001-2840
Name:	Bittner, Mary	FTS Phone:	Pager #: 537
RT Symbol:		Comm Phone: 724.477.5029,x4514	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 724.477.5019	
Name:	Thomson, Anne	FTS Phone:	Pager #:
RT Symbol:		Comm Phone: 724.477.5029,x4514	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 724.477.5019	
	VAMC: COATESVILLE	BLACK HORSE RD	COATESVILLE PA 19320
Name:	Boyle, Barbara	FTS Phone: 700.695.4349	Pager #: 202
RT Symbol:	118B	Comm Phone: 610.380.4349,x433	Pager
E-Mail:		FTS Fax: 700.695.0290	Comments:
		Comm Fax: 610.383.0201	
	VAMC: ERIE	135 EAST 38 ST	ERIE PA 16504
Name:	Kronenberg, Joy	FTS Phone: 700.726.6200	Pager #:
RT Symbol:		Comm Phone: 814.868.8661	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 814.868.6296	
Name:	Quarg, Virginia	FTS Phone: 700.726.6200	Pager #: 154
RT Symbol:		Comm Phone: 814.868.8661	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 814.868.6296	

State/City	Name of Contact	Phone Numbers	Pager
PA	VAMC: LEBANON	1700 S LINCOLN AVE	LEBANON PA 17042
Name:	Rudy, Ruth	FTS Phone: 700.592.4378	Pager #:
RT Symbol:		Comm Phone: 717.272.6621,x4378	Pager
E-Mail:	Rudy.Ruth@Lebanon.va.gov	FTS Fax:	Comments:
		Comm Fax: 717.228.5960	
Name:	Scott, Lola Belle	FTS Phone: 700.594.4365	Pager #: 3493
RT Symbol:	118	Comm Phone: 717.272.6621,x4365	Pager
E-Mail:	Scott,Lola Belle@Lebanon.va.gov	FTS Fax:	Comments:
		Comm Fax: 717.228.5960	
	VAMC: PHILADELPHIA	UNIVERSITY & WOODLAND AVES	PHILADELPHIA PA 19104
Name:	Hyneman, Ann	FTS Phone: 700.481.5871	Pager #: 191
RT Symbol:	118	Comm Phone: 215.823.5871	Pager
E-Mail:	Hyneman.Ann@Phila.va.gov	FTS Fax:	Comments:
		Comm Fax: 215.823.4273	
	VAMC: PITTSBURGH	UNIVERSITY DR C	PITTSBURGH PA 15240
Name:	Couzzens, Lana	FTS Phone:	Pager #: 412.688.6000,#347
RT Symbol:	122E	Comm Phone: 412.688.6871	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 412.688.6106	
Name:	Geer, Christine	FTS Phone:	Pager #:
RT Symbol:	118G	Comm Phone: 412.365.4816	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 412.365.4608	
Name:	McCandless, Kay	FTS Phone:	Pager #:
RT Symbol:	122	Comm Phone: 412.365.4817	Pager
E-Mail:	McCandless.Kay@Pitts.va.gov	FTS Fax:	Comments:
		Comm Fax: 412.365.4608	
	VAMC: WILKES-BARRE	1111 E END BLVD	WILKES-BARRE PA 18711
Name:	Kieczkajlo, Cathy	FTS Phone: 700.592.7431	Pager #:
RT Symbol:		Comm Phone: 717.824.3521,x7931	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 717.821.7280	

State/City	Name of Contact	Phone Numbers	Pager
PA	VAMC: WILKES-BARRE	1111 E END BLVD	WILKES-BARRE PA 18711
	Name: Pettinger, Ruth	FTS Phone: 700.592.7431	Pager #: 241
	RT Symbol:	Comm Phone: 717.824.3521,x7432	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 717.821.7280	
PR	VAMC: SAN JUAN	ONE VETERANS PLAZA	SAN JUAN PR 00927
	Name: George, Wanda	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 787.758.7575,x5312	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 787.766.6198	
	Name: Santos, Norma	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 787.758.7575,x5313	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 787.766.6198	
RI	VAMC: PROVIDENCE	830 CHALKSTONE AVE	PROVIDENCE RI 02908-4799
	Name: Boyajian, Elaine	FTS Phone:	Pager #: 401.933.8513
	RT Symbol: 118	Comm Phone: 401.273.7100,x2654	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 401.457.3324	
	Name: Horan, Dorothy	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 401.273.7100	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 401.457.3324	
SC	VAMC: CHARLESTON	109 BEE ST	CHARLESTON SC 29401-5799
	Name: Cohen, Claudia	FTS Phone:	Pager #: 418
	RT Symbol: 118	Comm Phone: 803.577.5011,x6013	Pager
	E-Mail: Cohen.Claudia@CHA.va.gov	FTS Fax:	Comments:
		Comm Fax: 803.853.9167	
	VAMC: COLUMBIA	6439 GARNERS FERRY RD	COLUMBIA SC 29209-1639
	Name: Stratman, Diane	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 803.776.4000	Pager
	E-Mail: Stratman.Diane@Columbia.va.gov	FTS Fax:	Comments:
		Comm Fax:	

State/City	Name of Contact	Phone Numbers	Pager
SD	VAMC: FORT MEADE	113 COMANCHE ROAD	FORT MEADE SD 57741
Name:	Laufenberg, Katherine	FTS Phone:	Pager #:
RT Symbol:	118	Comm Phone: 605.347.7155	Pager
E-Mail:	Laufenberg.Katherine@Fort-Meade.va.gov	FTS Fax:	Comments:
		Comm Fax: 605.347.7054	
	VAMC: HOT SPRINGS	500 NORTH 5TH ST	HOT SPRINGS SD 57747
Name:	Hansen, Michael	FTS Phone:	Pager #: 158
RT Symbol:		Comm Phone: 605.745.2000,x2449	Pager
E-Mail:		FTS Fax: 700.789.2490	Comments:
		Comm Fax:	
	VAMC: SIOUX FALLS	2501 W 22ND ST PO BOX 5046	SIOUX FALLS SD 57717-5046
Name:	Andersen, Susan	FTS Phone:	Pager #: 337
RT Symbol:	118	Comm Phone: 605.336.3230,x6544	Pager
E-Mail:	Andersen.Susan@Sioux-Falls.va.gov	FTS Fax:	Comments:
		Comm Fax: 605.333.5305	
TN	VAMC: MEMPHIS	1030 JEFFERSON AVE	MEMPHIS TN 38104
Name:	None	FTS Phone:	Pager #: 319
RT Symbol:		Comm Phone: 901.523.8990	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax:	
	VAMC: MOUNTAIN HOME	SIDNEY & LAMONT ST	MOUNTAIN HOME TN 37684
Name:	Culver, Rebecca	FTS Phone:	Pager #: 4807
RT Symbol:	118	Comm Phone: 423.925.1171,x2058	Pager
E-Mail:	Culver.Rebecca@Mountain-Home.va.gov	FTS Fax:	Comments:
		Comm Fax: 423.232.6936	
Name:	Rogers, Rita	FTS Phone:	Pager #: 4807
RT Symbol:	118	Comm Phone: 425.926.1171,x2981	Pager
E-Mail:	Rogers.Rita@Mountain-Home.va.gov	FTS Fax:	Comments:
		Comm Fax: 423.232.6936	
	VAMC: MURFREESBORO	3400 LEBANON RD	MURFREESBORO TN 37129
Name:	Gorham, Kathy	FTS Phone:	Pager #: 258
RT Symbol:	118P	Comm Phone: 615.893.1360,x3780	Pager
E-Mail:	Gorham.Kathy@Murfreeseboro.va.gov	FTS Fax:	Comments:
		Comm Fax: 615.867.5763	

State/City	Name of Contact	Phone Numbers	Pager
TN	VAMC: NASHVILLE	1310 24TH AVE SOUTH	NASHVILLE TN 37212-2637
	Name: Caldwell, Constance	FTS Phone:	Pager #: 609
	RT Symbol: 118B	Comm Phone: 615.327.5318	Pager
	E-Mail: Caldwell.Constance@Nashville.va.gov	FTS Fax:	Comments:
		Comm Fax: 615.321.6323	
	Name: Hicks, Audrey	FTS Phone:	Pager #: 644
	RT Symbol: 118B	Comm Phone: 615.327.4751,x5056	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 615.321.6323	
TX	VAMC: AMARILLO	6010 AMARILLO BLVD W	AMARILLO TX 79106
	Name: Wright, Karen	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 806.355.9703,x7509	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 806.356.3783	
	VAMC: BIG SPRING	300 VETERANS BLVD	BIG SPRING TX 79720
	Name: Fowler, Connie	FTS Phone: 700.728.7020	Pager #: 216
	RT Symbol:	Comm Phone: 914.263.7361,x7020	Pager
	E-Mail:	FTS Fax: 700.728.7834	Comments:
		Comm Fax:	
	VAMC: BONHAM	1201 E 9TH ST	BONHAM TX 75418
	Name: Esterak, Charles	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 903.583.6718	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 903.583.6692	
	VAMC: DALLAS	4500 S LANCASTER RD	DALLAS TX 75216
	Name: Ford, Margaret	FTS Phone: 700.372.5206	Pager #:
	RT Symbol: 118	Comm Phone: 214.376.5451,x5206	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 214.302.7428	
	OPC: FORT WORTH	300 W ROSEDALE STREET	FORT WORTH TX 76104
	Name: Rogers, Jack	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 817.347.7339	Pager
	E-Mail: Rogers.Jack@FortWorth.va.gov	FTS Fax:	Comments:
		Comm Fax: 817.347.7362	

State/City	Name of Contact	Phone Numbers	Pager
TX	VAMC: HOUSTON	2002 HOLCOMBE BLVD	HOUSTON TX 77030-4298
	Name: Jordan, Darlene	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 713.791.1414	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 713.794.7834	
	Name: McNeese, Brenda	FTS Phone:	Pager #: 2035
	RT Symbol: 118	Comm Phone: 713.791.1414,x7149	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 713.794.7834	
	VAMC: KERRVILLE	3600 MEMORIAL BLVD	KERRVILLE TX 78028
	Name: Qualtrough, Courtney	FTS Phone:	Pager #: 158
	RT Symbol:	Comm Phone: 830.896.2020,x2187	Pager
	E-Mail: Qualtrough.Courtney@San-Antonio.va.gov	FTS Fax:	Comments:
		Comm Fax: 830.792.2450	
	VAMC: SAN ANTONIO	7400 MERTON MINTER BLVD	SAN ANTONIO TX 78284
	Name: Gore, Theresa	FTS Phone:	Pager #: 210.617.5200,#79.544
	RT Symbol:	Comm Phone: 210.617.5300,x5115	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 210.617.5332	
	Name: Voss, Marjorie	FTS Phone:	Pager #:
	RT Symbol:	Comm Phone: 210.617.5300,x5115	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 210.617.5332	
	VAMC: TEMPLE	1901 S FIRST ST	TEMPLE TX 76504
	Name: Lowrey, Rita	FTS Phone: 700.760.4617	Pager #:
	RT Symbol:	Comm Phone:	Pager
	E-Mail:	FTS Fax: 700.760.5180	Comments:
		Comm Fax:	
UT	VAMC: SALT LAKE CITY	500 FOOTHILL DR	SALT LAKE CITY UT 84148
	Name: Hulbert, Janice	FTS Phone:	Pager #: 686
	RT Symbol: 118	Comm Phone: 801.582.1565,x1686	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 801.584.1251	

State/City	Name of Contact	Phone Numbers	Pager
VA	VAMC: HAMPTON	100 EMANCIPATION DR	HAMPTON VA 23667
	Name: Bryant, Mae	FTS Phone:	Pager #: 675
	RT Symbol: 118	Comm Phone: 757.722.9961,x2170	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 757.726.6018	
	Name: Smith, Deola	FTS Phone: 700.959.3552	Pager #: B231
	RT Symbol:	Comm Phone: 757.722.9961,x2552	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 757.728.6018	
	VAMC: RICHMOND	1201 BROAD ROCK BLVD	RICHMOND VA 23249
	Name: Cash, Kaye	FTS Phone:	Pager #: 804.659.0699
	RT Symbol: 181 CHNC	Comm Phone: 804.675.5000,x3895	Pager
	E-Mail: Cash.Kaye_W@Richmond.va.gov	FTS Fax:	Comments:
		Comm Fax: 804.675.5383	
	Name: Fretheim, Marva	FTS Phone:	Pager #: 804.659.0753
	RT Symbol: 181 CHNC	Comm Phone: 804.675.5000,x3897	Pager
	E-Mail: Fretheim.Marva-Banks@Richmond.va.gov	FTS Fax:	Comments:
		Comm Fax: 804.675.5383	
	Name: Mitchell, Amy	FTS Phone:	Pager #: 804.659.0698
	RT Symbol: 181 CHNC	Comm Phone: 804.675.3894	Pager
	E-Mail: Mitchell.Amy_L@Richmond.va.gov	FTS Fax:	Comments:
		Comm Fax: 804.675.5383	
	VAMC: SALEM	1970 ROANOKE BLVD	SALEM VA 24153
	Name: Manns, Linda	FTS Phone:	Pager #: 540.983.108 844
	RT Symbol: 118C	Comm Phone: 540.983.2463.1017	Pager
	E-Mail: Manns.Linda@Salem.va.gov	FTS Fax:	Comments:
		Comm Fax: 540.224.1936	
	Name: Mays, Marylan	FTS Phone:	Pager #: 540.983.1090
	RT Symbol: 118C	Comm Phone: 540.982.2463.2524	Pager
	E-Mail: Mays.Marylan@Salem.va.gov	FTS Fax:	Comments:
		Comm Fax: 540.224.1936	

State/City	Name of Contact	Phone Numbers	Pager
VA	VAMC: SALEM	1970 ROANOKE BLVD	SALEM VA 24153
	Name: Mosley, Renee	FTS Phone: 700.937.2532	Pager #: 845
	RT Symbol: 118C	Comm Phone: 540.982.2463,x2532	Pager
	E-Mail: Mosley.Renee@Salem.va.gov	FTS Fax:	Comments:
		Comm Fax: 540.224.1932	
VT	VAMC: WHITE RIVER	215 N MAIN ST	WHITE RIVER JUNCTION VT
	Name: Fuller, Virginia	FTS Phone:	Pager #: 714
	RT Symbol:	Comm Phone: 802.295.9363,x5090	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 802.296.6353	
WA	VAMC: TACOMA	2925 DEBARR RD	TACOMA WA 99508-2989
	Name: Vacant	FTS Phone: 700.396.6708	Pager #:
	RT Symbol: 118	Comm Phone: 206.582.8440,x6708	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 206.589.4033	
	VAMC: SEATTLE	1660 S COLUMBIAN WAY	SEATTLE WA 98108
	Name: Hart, Susan	FTS Phone:	Pager #: 206.570.2663
	RT Symbol: 118	Comm Phone: 206.762.1010,x3660	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 206.762.2919	
	Name: Loges, Carol	FTS Phone:	Pager #:
	RT Symbol: 118	Comm Phone: 206.762.1010,x3528	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 206.764.2912	
	Name: Scott, Judy	FTS Phone:	Pager #:
	RT Symbol: CARE	Comm Phone: 253.582.8440,x6572	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax:	
	VAMC: SPOKANE	4815 N ASSEMBLY	SPOKANE WA 99205
	Name: Blackwell, Toni	FTS Phone: 700.442.0000	Pager #: 266
	RT Symbol:	Comm Phone: 509.328.4521	Pager
	E-Mail:	FTS Fax:	Comments:
		Comm Fax: 509.325.7909	

State/City	Name of Contact	Phone Numbers	Pager
WA	VAMC: WALLA WALLA	77 WAINWRIGHT DR	WALLA WALLA WA 99362
Name:	Graham, Winnie	FTS Phone: 700.434.2493	Pager #:
RT Symbol:		Comm Phone: 509.525.5200,x2593	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax:	
WI	VAMC: MADISON	2500 OVERLOOK TERRACE	MADISON WI 53705
Name:	None	FTS Phone:	Pager #:
RT Symbol:		Comm Phone:	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax:	
	VAMC: MILWAUKEE	5000 W NATIONAL AVE	MILWAUKEE WI 53295-1000
Name:	None	FTS Phone:	Pager #:
RT Symbol:		Comm Phone:	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax:	
	VAMC: TOMAH	500 E VETERANS ST	TOMAH WI 54660
Name:	Flatoff, Kathleen	FTS Phone:	Pager #:
RT Symbol:	122F	Comm Phone: 608.372.1102	Pager
E-Mail:	Flatoff.Kathleen@Tomah.va.gov	FTS Fax:	Comments:
		Comm Fax: 608.372.1117	
WV	VAMC: BECKLEY	200 VETERANS AVE	BECKLEY WV 25801
Name:	Stacy, Linda	FTS Phone:	Pager #: 116
RT Symbol:	118	Comm Phone: 304.255.2121,x4259	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 304.225.2431 or	
	VAMC: CLARKSBURG	ROUTE 98	CLARKSBURG WV 26301
Name:	Drake, Elizabeth	FTS Phone: 700.923.3411	Pager #: 207
RT Symbol:		Comm Phone: 304.623.3461,x3701	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 304.623.7681	
	VAMC: HUNTINGTON	1540 SPRING VALLEY DR	HUNTINGTON WV 25704
Name:	Brammer, Cathy	FTS Phone:	Pager #: 209
RT Symbol:	118C	Comm Phone: 304.429.6741,x2109	Pager
E-Mail:	Brammer.Cathy@Huntington.va.gov	FTS Fax:	Comments:
		Comm Fax: 304.429.0270	

State/City	Name of Contact	Phone Numbers	Pager
WV	VAMC: MARTINSBURG	ROUTE 9	MARTINSBURG WV 25401
Name:	Ferguson, Mavis	FTS Phone: 700.940.3655	Pager #: 623
RT Symbol:		Comm Phone: 304.263.0811,x3267	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 304.263.4150	
WY	VAMC: CHEYENNE	2360 E PERSHING BLVD	CHEYENNE WY
Name:	Bratton, Peg	FTS Phone: 700.328.7550,x3753	Pager #: 5.26
RT Symbol:		Comm Phone: 307.778.7316	Pager
E-Mail:		FTS Fax:	Comments:
		Comm Fax: 307.778.7336	

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ALPHABETICAL LIST OF VA FACILITIES AND STATIONS

Albany, NY (500)	Cleveland, OH (541)	Jackson, MS (586)
Albuquerque, NM (501)	Coatesville, PA (542)	Kansas City, MO (589)
Alexandria, LA (502)	Columbia, MO (543)	Lake City, FL (594)
Altoona, PA (503)	Columbia, SC (544)	Las Vegas, NV (593)
Amarillo, TX (504)	Columbus, OH /OC/ (757)	Lebanon, PA (595)
Anchorage, AK (463)	Connecticut Health Care System (689)	Lexington, KY (596)
Ann Arbor, MI (506)	Danville, IL (550)	Little Rock, AR (598)
Asheville, NC (637)	Dayton, OH (552)	Loma Linda, CA (605)
Augusta, GA (509)	Decatur, GA (508)	Long Beach, CA (600)
Bath, NY (514)	Denver, CO (554)	Louisville, KY (603)
Battle Creek, MI (515)	Detroit, MI (553)	Madison, WI (607)
Bay Pines, FL (516)	Dublin, GA (557)	Manchester, NH (608)
Beckley, WV (517)	Durham, NC (558)	Manila, PI (358)
Bedford, MA (518)	Eastern Kansas Health Care System (677)	Marion, IL (609)
Big Spring, TX (519)	El Paso, TX /OC/ (756)	Martinsburg, WV (613)
Biloxi, MS (520)	Erie, PA (562)	Maryland Health Care System (512)
Birmingham, AL (521)	Fargo, ND (437)	Memphis, TN (614)
Black Hills Health Care System (568)	Fayetteville, AR (564)	Miami, FL (546)
Boise, ID (531)	Fayetteville, NC (565)	Miles City, MT (617)
Boston, MA (523)	Fort Harrison, MT (436)	Milwaukee, WI (695)
Brockton/West Roxbury, MA (525)	Fort Lyon, CO (567)	Minneapolis, MN (618)
Bronx, NY (526)	Fresno, CA (570)	Mountain Home, TN (621)
Brooklyn, NY (527)	Gainesville, FL (573)	Murfreesboro, TN (622)
Butler, PA (529)	Grand Junction, CO (575)	Muskogee, OK (623)
Canandaigua, NY (532)	Greater Nebraska Health Care System (597)	Nashville, TN (626)
Central Alabama Veterans Health Care System (619)	Hampton, VA (590)	New Jersey Health Care System (561)
Central Iowa Health Care System (555)	Hines, IL (578)	New Orleans, LA (629)
Central Texas Health Care System (674)	Honolulu, HI (459)	New York, New York (630)
Charleston, SC (534)	Houston, TX (580)	North Chicago, IL (556)
Cheyenne, WY (442)	Hudson Valley Health Care System (620)	North Texas Health Care System (549)
Chicago Health Care System (535)	Huntington, WV (581)	Northampton, MA (631)
Chillicothe, OH (538)	Indianapolis, IN (583)	Northern California Health Care System (612)
Cincinnati, OH (539)	Iowa City, IA (584)	Northern Indiana Health Care System (610)
Clarksburg, WV (540)	Iron Mountain, MI (585)	Northport, NY (632)

ALPHABETICAL LIST OF VA FACILITIES AND STATIONS

Oklahoma City, OK (635)	Salem, VA (658)	Tampa, FL (673)
Omaha, NE (636)	Salisbury, NC (659)	Togus, ME (402)
Palo Alto Health Care System (640)	Salt Lake City, UT (660)	Tomah, WI (676)
Philadelphia, PA (642)	San Diego, CA (664)	Tucson, AZ (678)
Phoenix, AZ (644)	San Francisco, CA (662)	Tuscaloosa, AL (679)
Pittsburgh Health Care System (646)	San Juan, PR (672)	Walla Walla, WA (687)
Poplar Bluff, MO (647)	Southern California Health Care System (665)	Washington, DC (688)
Portland, OR (648)	Sheridan, WY (666)	West Los Angeles, CA (691)
Prescott, AZ (649)	Shreveport, LA (667)	West Palm Beach, FL (548)
Providence, RI (650)	Sioux Falls, SD (438)	Western New York Health Care System (528)
Puget Sound Health Care System (663)	South Texas Veterans Health Care System (671)	White City, OR /Ind Dom/ (692)
Reno, NV (654)	Spokane, WA (668)	White River Jct. (405)
Richmond, VA (652)	St. Cloud, MN (656)	Wichita, KS (452)
Roseburg, OR (653)	St. Louis, MO (657)	Wilkes Barre, PA (693)
Saginaw, MI (655)	Syracuse, NY (670)	Wilmington, DE (460)

List of VA Facilities by Station (Numeric Order)						
Station #	Facility	VISN		Station #	Facility	VISN
358	Manila, PI	21		529	Butler, PA	4
402	Togus, ME	1		531	Boise, ID	20
405	White River Jct., VT	1		532	Canandaigua, NY	2
436	Fort Harrison, MT	19		534	Charleston, SC	7
437	Fargo, ND	13		535	Chicago Health Care System	12
438	Sioux Falls, SD	13		538	Chillicothe, OH	10
442	Cheyenne, WY	19		539	Cincinnati, OH	10
452	Wichita, KS	15		540	Clarksburg, WV	4
459	Honolulu, HI	21		541	Cleveland, OH	10
460	Wilmington, DE	4		542	Coatesville, PA	4
463	Anchorage, AK	20		543	Columbia, MO	15
500	Albany, NY	2		544	Columbia, SC	7
501	Albuquerque, NM	18		546	Miami, FL	8
502	Alexandria, LA	16		548	West Palm Beach, FL	8
503	Altoona, PA	4		549	North Texas Health Care System	17
504	Amarillo, TX	18		550	Danville, IL	11
506	Ann Arbor, MI	11		552	Dayton, OH	10
508	Decatur, GA	7		553	Detroit, MI	11
509	Augusta, GA	7		554	Denver, CO	19
512	Maryland Health Care System	5		555	Central Iowa Health Care System	14
514	Bath, NY	2		556	North Chicago, IL	12
515	Battle Creek, MI	11		557	Dublin, GA	7
516	Bay Pines, FL	8		558	Durham, NC	6
517	Beckley, WV	6		561	New Jersey Health Care System	3
518	Bedford, MA	1		562	Erie, PA	4
519	Big Spring, TX	18		564	Fayetteville, AR	16
520	Biloxi, MS	16		565	Fayetteville, NC	6
521	Birmingham, AL	7		567	Fort Lyon, CO	19
523	Boston, MA	1		568	Black Hills Health Care System	13
525	Brockton/West Roxbury, MA	1		570	Fresno, CA	21
526	Bronx, NY	3		573	Gainesville, FL	8
527	Brooklyn, NY	3		575	Grand Junction, CO	19
528	Western New York Health Care System	2		578	Hines, IL	12

List of VA Facilities by Station (Numeric Order)						
Station #	Facility	VISN		Station #	Facility	VISN
580	Houston, TX	16		630	New York, New York	3
581	Huntington, WV	9		631	Northampton, MA	1
583	Indianapolis, IN	11		632	Northport, NY	3
584	Iowa City, IA	14		635	Oklahoma City, OK	16
585	Iron Mountain, MI	12		636	Omaha, NE	14
586	Jackson, MS	16		637	Asheville, NC	6
589	Kansas City, MO	15		640	Palo Alto Health Care System	21
590	Hampton, VA	6		642	Philadelphia, PA	4
593	Las Vegas, NV	22		644	Phoenix, AZ	18
594	Lake City, FL	8		646	Pittsburgh Health Care System	4
595	Lebanon, PA	4		647	Poplar Bluff, MO	15
596	Lexington, KY	9		648	Portland, OR	20
597	Greater Nebraska Health Care System	14		649	Prescott, AZ	18
598	Little Rock, AR	16		650	Providence, RI	1
600	Long Beach, CA	22		652	Richmond, VA	6
603	Louisville, KY	9		653	Roseburg, OR	20
605	Loma Linda, CA	22		654	Reno, NV	21
607	Madison, WI	12		655	Saginaw, MI	11
608	Manchester, NH	1		656	St. Cloud, MN	13
609	Marion, IL	15		657	St. Louis, MO	15
610	Northern Indiana Health Care System	11		658	Salem, VA	6
612	Northern California Health Care System	21		659	Salisbury, NC	6
613	Martinsburg, WV	5		660	Salt Lake City, UT	19
614	Memphis, TN	9		662	San Francisco, CA	21
617	Miles City, MT	19		663	Puget Sound Health Care System	20
618	Minneapolis, MN	13		664	San Diego, CA	22
619	Central Alabama Veterans Health Care System	7		665	Southern California Health Care System	22
620	Hudson Valley Health Care System	3		666	Sheridan, WY	19
621	Mountain Home, TN	9		667	Shreveport, LA	16
622	Murfreesboro, TN	9		668	Spokane, WA	20
623	Muskogee, OK	16		670	Syracuse, NY	2
626	Nashville, TN	9		671	South Texas Veterans Health Care System	17
629	New Orleans, LA	16		672	San Juan, PR	8

List of VA Facilities by Station (Numeric Order)						
Station #	Facility	VISN		Station #	Facility	VISN
673	Tampa, FL	8				
674	Central Texas Health Care System	17				
676	Tomah, WI	12				
677	Eastern Kansas Health Care System	15				
678	Tucson, AZ	18				
679	Tuscaloosa, AL	7				
687	Walla Walla, WA	20				
688	Washington, DC	5				
689	Connecticut Health Care System	1				
691	West Los Angeles, CA	22				
692	White City, OR /Ind Dom/	20				
693	Wilkes Barre, PA	4				
695	Milwaukee, WI	12				
756	El Paso, TX /OC/	18				
757	Columbus, OH /OC/	10				

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LIST OF VA FACILITIES & STATIONS by VISN

1	Manila, PI (358)	5	Bronx, NY (526)
1	Togus, ME (402)	5	Brooklyn, NY (527)
1	White River Jct., VT (405)	5	Western New York Health Care System (528)
1	Fort Harrison, MT (436)		
1	Fargo, ND (437)	6	Butler, PA (529)
1	Sioux Falls, SD (438)	6	Boise, ID (531)
1	Cheyenne, WY (442)	6	Canandaigua, NY (532)
1	Wichita, KS (452)	6	Charleston, SC (534)
1	Honolulu, HI (459)	6	Chicago Health Care System (535)
		6	Chillicothe, OH (538)
2	Wilmington, DE (460)	6	Cincinnati, OH (539)
2	Anchorage, AK (463)	6	Clarksburg, WV (540)
2	Albany, NY (500)		
2	Albuquerque, NM (501)	7	Cleveland, OH (541)
2	Alexandria, LA (502)	7	Coatesville, PA (542)
		7	Columbia, MO (543)
3	Altoona, PA (503)	7	Columbia, SC (544)
3	Amarillo, TX (504)	7	Miami, FL (546)
3	Ann Arbor, MI (506)	7	West Palm Beach, FL (548)
3	Decatur, GA (508)	7	North Texas Health Care System (549)
3	Augusta, GA (509)	7	Danville, IL (550)
3	Maryland Health Care System (512)		
		8	Dayton, OH (552)
4	Bath, NY (514)	8	Detroit, MI (553)
4	Battle Creek, MI (515)	8	Denver, CO (554)
4	Bay Pines, FL (516)	8	Central Iowa Health Care System (555)
4	Beckley, WV (517)	8	North Chicago, IL (556)
4	Bedford, MA (518)	8	Dublin, GA (557)
4	Big Spring, TX (519)	8	Durham, NC (558)
4	Biloxi, MS (520)		
4	Birmingham, AL (521)		
4	Boston, MA (523)		
4	Brockton/West Roxbury, MA (525)		

LIST OF VA FACILITIES & STATIONS by VISN			
9	New Jersey Health Care System (561)	14	Northern California Health Care System (612)
9	Erie, PA (562)	14	Martinsburg, WV (613)
9	Fayetteville, AR (564)	14	Memphis, TN (614)
9	Fayetteville, NC (565)	14	Miles City, MT (617)
9	Fort Lyon, CO (567)		
9	Black Hills Health Care System (568)	15	Minneapolis, MN (618)
9	Fresno, CA (570)	15	Central Alabama Veterans Health Care System (619)
		15	Hudson Valley Health Care System (620)
10	Gainesville, FL (573)	15	Mountain Home, TN (621)
10	Grand Junction, CO (575)	15	Murfreesboro, TN (622)
10	Hines, IL (578)	15	Muskogee, OK (623)
10	Houston, TX (580)	15	Nashville, TN (626)
10	Huntington, WV (581)		
		16	New Orleans, LA (629)
11	Indianapolis, IN (583)	16	New York, New York (630)
11	Iowa City, IA (584)	16	Northampton, MA (631)
11	Iron Mountain, MI (585)	16	Northport, NY (632)
11	Jackson, MS (586)	16	Oklahoma City, OK (635)
11	Kansas City, MO (589)	16	Omaha, NE (636)
11	Hampton, VA (590)	16	Asheville, NC (637)
11	Las Vegas, NV (593)	16	Palo Alto Health Care System (640)
		16	Philadelphia, PA (642)
12	Lake City, FL (594)	16	Phoenix, AZ (644)
12	Lebanon, PA (595)		
12	Lexington, KY (596)	17	Pittsburgh Health Care System (646)
12	Greater Nebraska Health Care System (597)	17	Poplar Bluff, MO (647)
12	Little Rock, AR (598)	17	Portland, OR (648)
12	Long Beach, CA (600)		
12	Louisville, KY (603)	18	Prescott, AZ (649)
		18	Providence, RI (650)
13	Loma Linda, CA (605)	18	Richmond, VA (652)
13	Madison, WI (607)	18	Roseburg, OR (653)
13	Manchester, NH (608)	18	Reno, NV (654)
13	Marion, IL (609)	18	Saginaw, MI (655)
13	Northern Indiana Health Care System (610)	18	St. Cloud, MN (656)

LIST OF VA FACILITIES & STATIONS by VISN			
19	St. Louis, MO (657)	21	Tomah, WI (676)
19	Salem, VA (658)	21	Eastern Kansas Health Care System (677)
19	Salisbury, NC (659)	21	Tucson, AZ (678)
19	Salt Lake City, UT (660)	21	Tuscaloosa, AL (679)
19	San Francisco, CA (662)	21	Walla Walla, WA (687)
19	Puget Sound Health Care System (663)	21	Washington, DC (688)
19	San Diego, CA (664)	21	Connecticut Health Care System (689)
19	Southern California Health Care System (665)		
20	Sheridan, WY (666)	22	West Los Angeles, CA (691)
20	Shreveport, LA (667)	22	White City, OR /Ind Dom/ (692)
20	Spokane, WA (668)	22	Wilkes Barre, PA (693)
20	Syracuse, NY (670)	22	Milwaukee, WI (695)
20	South Texas Veterans Health Care System (671)	22	El Paso, TX /OC/ (756)
20	San Juan, PR (672)	22	Columbus, OH /OC/ (757)
20	Tampa, FL (673)		
20	Central Texas Health Care System (674)		